

Conflict Resolution Training Outline

Course Length: 2 to 3 days

Course prerequisites: none

Overview

Conflict is a normal part of life and can lead to positive outcomes. However, destructive conflict can have dire consequences. Through lecture and hands-on exercises, this course will give you the skills you need to effectively deal with conflict, not only at work, but throughout your entire life.

Course Content

Section I: Introduction

- The Destructive Path
- The Constructive Path

Section II: Conflict Styles

- The Conflict Styles
- The Avoider
- The Slash and Burner
- The Peacemaker
- The Problem Solver
- The Exploder
- Dealing With Different Conflict Styles

Section III: Assertive Communication

- The Four Approaches to Speaking
- Aggressive Speakers
- Non-Assertive Speakers

- Passive-Aggressive Speakers
- Assertive Speakers
- Assertive Speaking
- Avoid Speaking Negatively

Section IV: Assertive Conflict Resolution

- Assertively Resolving Conflict
- When To Deal With A Problem
- Assess Your Readiness
- Be Consistently Respectful
- Keeping Conflicts Cool

Section V: Active Listening

- Good Active Listening Traits
- Putting Active Listening Tools To Work

Section VI: Three Goals

- Three Workplace Goals
- Your Role At Work
- Why Do Conflicts Occur?
- Competition vs. Rivalry
- Violence and Abuse
- Different Levels of Power Affect Conflict Management

Section VII: Preventing Harmful Conflict

- Trouble Signs
- Characteristics of Harmful Conflict
- Preventing Harmful Conflict

Section VIII: Conflict Reduction

- Conflict Escalation
- Moderation Is The Key

Section IX: Conflict Resolution

- Preparing To Face Conflict
- Effective Communication
- Resolving Conflict: Successful Negotiation
- A Problem-Solving Process

Section X: Workplace Violence

- Hostility and Violence Progressions
- Responding To Anger and Aggression
- Who's Likely To Be a Threat?
- The Overly Aggressive Boss
- How Can The Company Help?