



Conflict Resolution: Getting Along in the Workplace

Course Outline

Many people see conflict as a negative experience. In fact, conflict is a necessary part of our personal growth and development. Think of when you were trying to choose your major in college, for example, or trying to decide between two jobs.

However, conflict becomes an issue when the people involved cannot work through it. They become engaged in a battle that does not result in growth. When this type of conflict arises, negative energy can result, causing hurt feelings and damaged relationships.

This course will give participants the tools that will help you resolve conflict successfully and produce a win-win outcome.

This two-day workshop will help you teach participants:

- What conflict is and how it can escalate.
- The types of conflict and the stages of conflict.
- The five most common conflict resolution styles and when to use them.
- How to increase positive information flow through non-verbal and verbal communication skills.
- Effective techniques for intervention strategies.
- Ways to manage conflicts to enhance productivity and performance.

Course Overview

You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

Defining Conflict

During this session, you will give participants a chance to explore some assumptions about conflict and the positives and negatives of conflict.

Types of Conflict

This session will cover three main types of conflict: inner, interpersonal, and group.

Open Conflict vs. Hidden Conflict

Next, participants will explore open conflict and hidden conflict.

Spontaneous and Reflective Action

This session explores spontaneous and reflective action through a brief lecture. The Johari Window. The Johari Window is a way of looking at our self-awareness and our ability to ask feedback of others. Participants will look at the Johari Window in detail through a personal exercise and a case study.





Stages of Conflict

During this session, participants will look at two models of the conflict process, some possible outcomes of a conflict, and strategies for dealing with conflict.

Creating the Win/Win

This session will give participants a chance to apply some of what they have already learned to a realistic case study.

Conflict Resolution Style Questionnaire

Participants will individually complete a questionnaire to help them identify their style of conflict resolution. Then, they will work in small groups to further examine their style.

The Role of Communication in Conflict Resolution

To begin the second day, participants will look at the communication chain as well as barriers that can impede communication. They will also learn about the concept of positive intent.

Active Listening Skills

Next, participants will learn the basics of active listening.

Paraphrasing Skills

In this session, participants will learn about, practice, and demonstrate paraphrasing techniques.

Powerful Questions

This session will give participants some useful questions and some proving techniques.

Body Language

Next, participants will learn how body language can help resolve conflicts.

Pre-Assignment Review

As a pre-assignment, participants were asked to complete a benchmark survey on their effectiveness at managing conflict. In this session, they will revisit their answers.

The Conflict/Opportunity Test

Using a role play, this session will give participants some questions that can help them identify the benefits of a conflict.

Conflict and Its Resolution

This session will look at a few processes that we can use to identify and resolve conflict.

Helping Others Through Conflict

Facilitation skills have become a cornerstone of many leadership models. This session will look at how facilitation, coaching, and group norms can be applied to conflict. Participants will also practice these skills in a role play.

Workshop Wrap-Up

At the end of the course, students will have an opportunity to ask questions and fill out an action plan.

