

## Conflict Resolution Strategies

### Outline

#### Understanding Conflict

- Understand the nature of conflict in the workplace
- Learn and discuss the stages of conflict
- Know the warning signs

#### Making Change

- Consider the outcomes of conflict
- View conflict as an opportunity to improve relationships
- Discuss catalysts for conflict resolution

#### Conflict Resolution Tactics

- Learn the four tactics for conflict resolution
- Know when to use which tactic
- Understand the appropriate application of tactics in a given situation

#### The Interaction Process

- Understand the importance of addressing both practical and personal needs
- Categorize needs

#### Key Principles

- Identify the five Key Principles for addressing personal needs in a conflict situation
- Learn how to apply the Key Principles

#### Interaction Guidelines

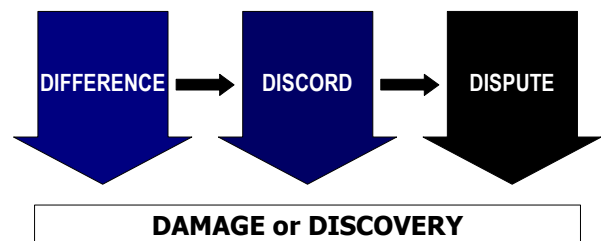
- Discover a process to address practical needs and focus your discussions
- Learn to facilitate the process through its five stages

#### Making Progress - Practical Application

Prepare action plans to facilitate skills enhancement through practical application in the workplace:

- Apply active listening techniques
- Uncover underlying reasons for conflict
- Deal with conflict collaboratively
- Work towards WIN/WIN solutions
- Minimize recurrent conflict
- Resolve conflict among employees

### Stages of Conflict



**Conflict is a part of any dynamic organization.** It occurs because people care and want to do their jobs well. These common circumstances often lead to conflict:

- Limited resources
- Differing goals, responsibilities, and priorities
- Differing ideas and interpretations

**Conflict Resolution Strategies** explores various aspects of conflict in organizations. Participants learn how to apply a step-by-step process to improve the quality of their working relationships. Skills Builder exercises help participants acquire practical skills and plan to apply them at work.

This program will be of particular interest to managers and to people who work in groups.

*Schedule your workshop today!*

Call **902-405-3411** or email [mail@daleyprogress.com](mailto:mail@daleyprogress.com).