

To maintain peak performance in an organization, employees must have the skill sets necessary to deal effectively and proactively with conflict situations.

Organizations are struggling to speed up; scrambling to adapt; trying to innovate; embracing new technologies; and responding to a rapidly changing marketplace. The probability of employees having differing opinions and styles is inevitable.

Conflict in an organization has consequences - both positive and negative. Managing it effectively is critical to the success of your business. The primary goal of this program is to develop an understanding of the dynamics of conflict - how and why it occurs. Participants are invited to examine their own styles of managing conflict, and learn ways of turning conflict into action.



## Desired outcomes of this session:

That participants will:

1. Develop an understanding of how and why conflict occurs between types and styles.
2. Examine cycles of conflict to improve understandings of frustration and reactions to various behaviors.
3. Understand their preferred style of managing conflict - Thomas-Kilmann Conflict Mode Instrument.
4. Discuss when different conflict styles work; and when they don't work. Learn the cost and benefit of each style.
5. Examine ways of turning conflict into action, by learning strategies for increasing effectiveness with individuals of different style preferences.
6. Review and learn the four phases of Negotiating. Develop an understanding of the "Pinch" Negotiation Model, and learn the importance of "second round" capability. Role plays and case studies are included.

**Length: 1 day**