

Conflict Resolution

Course Code: AS202

Department: Advanced Skills

Description

This course focuses on positive and productive aspects of conflicts and explains how we can benefit from situations which are often perceived as negative and destructive. Conflicts, if managed correctly, increase understanding and wisdom.

Delegates will be introduced to a variety of psychological tactics sometimes used by others as a way to create a conflict. Understanding such tactics and mind games enables one to prepare and respond effectively in order to prevent a conflict.

Objectives

This workshop will help you teach participants:

- The benefits of good negotiation skills.
- The importance of preparing for the negotiation process, regardless of the circumstances.
- Various negotiation styles and their advantages and disadvantages.
- Strategies for dealing with tough or unfair tactics.
- How to develop alternatives and recognize options.
- Basic negotiation principles, including BATNA, WATNA, WAP, and the ZOPA.

Outline

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. We will also look at open conflict vs. hidden conflict.

Spontaneous and Reflective Action

When people are under stress, they are more apt to revert to spontaneous action and then regret their choice of words. This session explores spontaneous and reflective action through a brief lecture.

Johari Windows

The Johari Window is a way of looking at our self-awareness and our ability to ask feedback of others. We will look at the Johari Window in detail through a personal exercise and a case study.

Stages of Conflict

During this session, we will look at two models of the conflict process, some possible outcomes

of a conflict, and strategies for dealing with conflict.

Win as Much as You Can

This quick, fun exercise gives participants a break and helps them learn about conflict outcomes.

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

Active listening, paraphrasing, questioning, and body language are just a few of the tools that we can use to resolve conflict. We will look at all of these concepts in detail through lectures and role plays.

Seven Steps to Ironing Things Out

There are seven easy things that you can do to start resolving conflict. We will explore each method briefly in a short lecture.

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.

Facilitating Conflict

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

Setting Norms

Norms are a set of rules that a group agrees to act by. Setting norms during a conflict situation can help members stay calm, rational, and focused on the problem.

Making an Intervention

Leaders often find themselves in a situation where they need to intervene to help a group resolve conflict. This session will explore some ways to intervene effectively.

Duration

15 hours

Course Administrator

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