

## Conflict Resolution

### Overview

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Participants will learn crucial conflict management skills, including dealing with anger and using the Agreement Frame. If left unchecked or not resolved it can lead to lost production, absences, attrition, and even law suits.

### Course Objectives

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Wherever two or more people come together, there is bound to be conflict. This course will give participants a seven-step conflict resolution process that they can use and modify to resolve conflict disputes of any size. Participants will also learn crucial conflict management skills, including dealing with anger and using the Agreement Frame.

### Course Outline

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#### 1 - Getting Started

Icebreaker  
Housekeeping Items  
The Parking Lot  
Workshop Objectives

#### 2 - An Introduction to Conflict Resolution

What is Conflict?  
What is Conflict Resolution?  
Understanding the Conflict Resolution Process

#### 3 - The Thomas-Kilmann Instrument

Collaborating  
Competing  
Compromising  
Accommodating  
Avoiding

#### 4 - Creating an Effective Atmosphere

Neutralizing Emotions  
Setting Ground Rules  
Choosing the Time and Place

## 5 - Creating Mutual Understanding

What do I Want?  
What Do They Want?  
What Do We Want?

## 6 - Focusing on Individual Needs

Finding Common Ground  
Building Positive Energy and Goodwill  
Strengthening Your Partnership

## 7 - Getting to the Root Cause

Examining Root Causes  
Creating a Cause and Effect Diagram  
The Importance of Forgiveness  
Identifying the Benefits of Resolution

## 8 - Generating Options

Generate, Don't Evaluate  
Creating Mutual Gain Options and Multiple Option Solutions  
Digging Deeper into Your Options

## 9 - Building a Solution

Creating Criteria  
Creating a Shortlist  
Choosing a Solution  
Building a Plan

## 10 - The Short Version of the Process

Evaluating the Situation  
Choosing Your Steps  
Creating an Action Plan  
Using Individual Process Steps

## 11 - Additional Tools

Stress and Anger Management Techniques  
The Agreement Frame  
Asking Open Questions

## 12 - Wrapping Up

Words from the Wise  
Review of Parking Lot  
Lessons Learned  
Completion of Action Plans

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