

Constructive Conflict Management

Overview

In this course, students will learn to recognize the warning signs that precede quarrels and how to mitigate their impact, as well as constructive ways to harness the differences between team members and shift them toward productive, positive outcomes.

Target Audience

Professionals who manage teams and desire to understand what leads to conflict, help peacefully navigate team members through potentially antagonistic situations, encourage and empower others to disagree respectfully and productively, and effectively manage disputes between team members.

Course Objectives

After completing this course, students will know how to:

- Identify and manage sources of conflict
- Define an effective strategy to deal with conflict
- Implement a process to manage conflict situations
- Build civility in the workplace

Course Outline

1 - Understanding conflict

Identifying the Causes of Conflict
Harnessing the Benefits of Conflict
Resolving Conflict
Understanding the Key People in Conflict Resolution

2 - Civility in the Workplace

Recognizing Uncivil Behavior
Reaping the Benefits of Civil Behavior
Working with Difficult People
Identifying and Avoiding Incivility
Creating, Implementing, and Enforcing a Civility Policy

3 - Conflict Resolution Process

Making an Effective Atmosphere
Developing Mutual Understanding
Focusing on individual and Shared Needs
Getting to the Root Cause
Generating Options
Building a Solution

4 - Conflict Resolution Strategies

Differentiating Resolution Strategy Versus Process
Recognizing the Advantages and Disadvantages to Collaborating, Competing, Compromising, and Avoiding
