



Conflict Resolution

Getting Along in the Workplace

Course Objectives

This two-day workshop will teach participants:

- What conflict is and how it can escalate
- The five most common conflict resolution styles
- How to increase positive information flow through non-verbal and verbal communication skills
- Some effective techniques for intervention
- How to strengthen staff trust and morale
- How to be more confident of their ability to manage conflicts

Course Content

Introduction and Course Overview

- You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

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.

Course Content (continued on next page).



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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.

Workshop Wrap-Up

- At the end of the day, students will have an opportunity to ask questions and fill out an action plan.