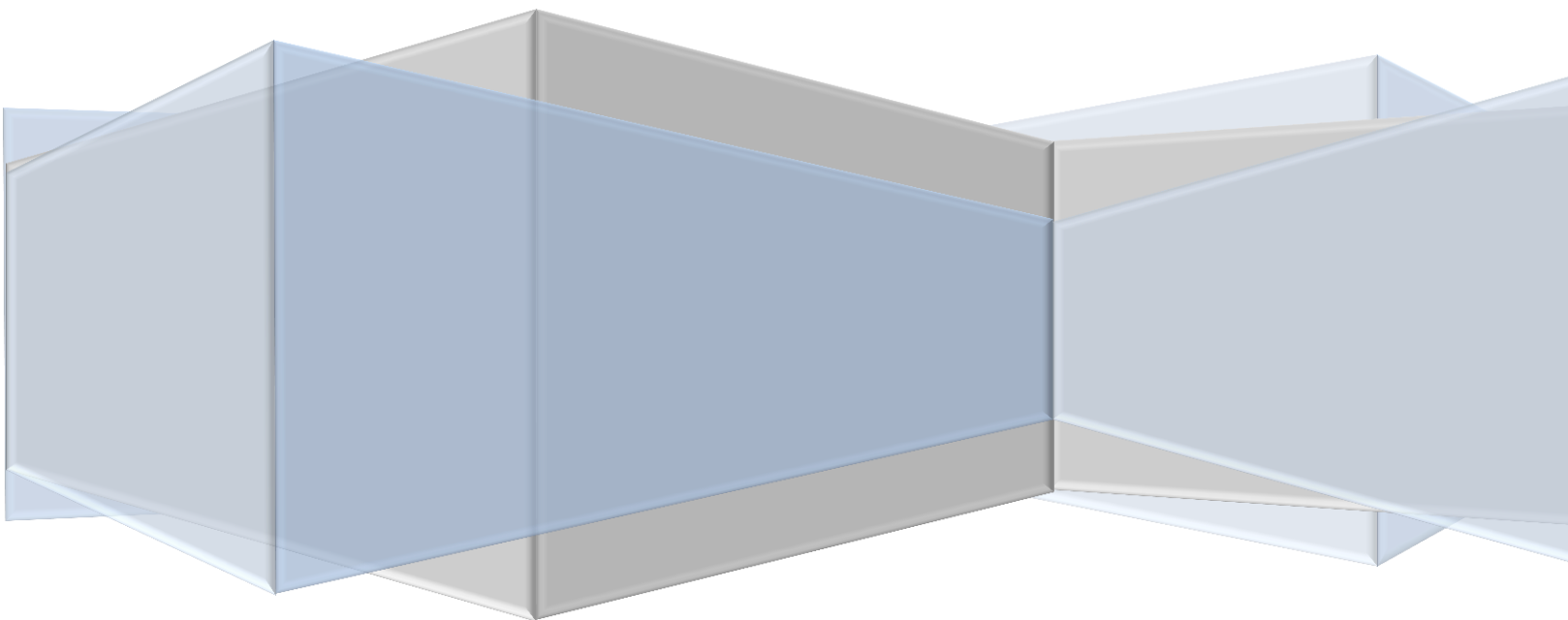




Performance Improvement

Effectively Resolving Conflict

A Two-day Course



Effectively Resolving Conflict

A Two-day Course

» **Specific course duration (Half-day, One-day, Two-day, Three-day), content pieces, and exercises, are determined after consultation and are based upon the needs of the client group.**

1. Conflict--Going from Negative to Positive

- A. The nature of conflict
- B. Five conflict resolution approaches
- C. Exploring the appropriate approach
- D. Understanding the one-time trade-off

2. The Master Communication Skill

- A. Listening vs Hearing
- B. Going Beyond
- C. Message and meta-message
- D. When one talks, and the other texts...
- E. Why it matters so very much...

3. Honesty

- A. Saying "no" courteously
- B. Tips for delivering bad news
- C. Non-verbal communication
- D. Avoiding the notorious *Double Bind*
- E. Being specific instead of vague

4. The Hardest Part

- A. Difficult/Angry people
- B. Acknowledging to the meta-message, not just the message
- C. Dealing with the problem, not the individual
- D. "Lose your cool...Lose your power."
- E. Is understanding always possible?

5. Understanding Group Dynamic

- A. Is conflict inevitable?
- B. A look at social behaviors and interaction styles
- C. What makes teams successful?

6. Elements of Successful Work Relationships

- A. The value of insights and collaborative relationships
- B. The partnering relationship grid
- C. Knowing your colleagues
- D. Assertiveness vs. Aggressiveness

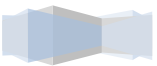
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7. Trust Foundations

- A. Competence; commitment; communication
- B. Across the *Great Divide*
- C. We're all on the same team

8. Summary and Conclusion

- A. Putting the past behind
- B. Staying focused on the goal(s)
- C. Personal action plan



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The following is a baseline price range. Fees vary depending upon extent of customization, and number and experience level of trainers/facilitators involved in the intervention. Preferred client and volume discounts are available. Not-for-profit agencies also may receive a rate reduction.

Two-day workshop \$5,900 – 6,800

Travel expenses billed separately