



Conflict Management

Conflict cannot survive without your participation.

Wayne Dyer

Overview

Professional disagreements and Conflicts are commonplace and an unavoidable feature of organizational life. When handled poorly, they may fester or explode, but they will not disappear. When handled well, conflict can unify organizations, promote strategic change, and unlock human potential.

This training program on *Conflict Management* will help participants to gain access to professional tools and research-backed techniques for managing interpersonal and institutional disagreements of any size and complexity. From issues between co-workers to large organizational discord, managers need to address disputes productively to implement positive change and unlock human potential.

Who Should Attend

This program serves professionals at all levels who are interested in improving their conflict management skills. Participants in functions such as; sales and marketing, planning, production, supply chain management, general management and human resource management may particularly benefit from this course.

Learning Outcomes

At the end of this program participants will acquire capabilities to:

- Define confrontation and their role in managing conflict in the workplace to ensure they maximise individual and team performance
- Identify their preferred style(s) in influencing others and managing conflict and learn additional strategies that they can use to successfully resolve conflicts.
- Develop and demonstrate their skills in resolving conflict and confrontation
- Identify plans to apply and enhance their communication skills at the workplace, to address conflicts effectively.



Program Delivery

In this dynamic, interactive program we will examine the roots of conflict - from disagreements around the coffee machine to wider organizational turmoil - and hone research-backed techniques for managing conflict. All conflicts, regardless of size or complexity are experienced and maintained through person -to-person interaction. Thus the bulk of the course will focus on understanding the roots of disagreement between individuals.



Program Outline

1 Understanding the Anatomy of Conflict

- Interpersonal Roots of Conflict and Conflict as a clash of realities.
- Identifying where to focus one’s attention and energy.
- Current conflict resolution strategies and reviewing different stages of the conflict process.
- On what we disagree: The issues underlying disagreement
- Being Right vs. Moving Forward: Being clear on motives for resolving conflict

2 Understanding and Overcoming the Clash of Conflict Styles

- Recognising different styles of conflict.
- Recognising individual preferred way of dealing with conflict.
- Identifying the impact of different conflict styles.
- What are the hidden beliefs and assumptions underlying different approaches to conflict?
- What is one’s own conflict style, and how does it “color” one’s interpretation of disagreement?
- How does one navigate a diverse world in which conflict means different things to different people?

3 Practicing Management of Conflict

- Hands-on exercises in conflict management
- Managing feelings and identity concerns in conflict
 - Creating conversations to build understanding
 - Psychological interventions for improving self-

4 Managing Organizational Discord

- Team action for managing large-scale conflict
- Recognising contributions and potential conflict management strategies to change outcome.

5 Action Planning

- Designing a conflict management strategy for problems and contexts
- Review of learning and action planning.

Training Aids

- A Thomas Kilmann Conflict Mode Instrument questionnaire for pre-course preparation.
- A colour printed workbook with tips & techniques.



Facilitators

Our facilitators have extensive experience in training leaders and have trained more than 1000 people in various Leaderships Skills Please see Trainer profiles.

For more information please call 74394 81638 or send a mail to swarup.dutta@kaalp.com