
Conflict is Not Your Enemy

This program provides you with both the tools and practice sessions required to handle conflict effectively. It also offers proven methods for recognizing and resolving conflict.

Program Content:

Introduction

- What is Conflict?
- Program Objectives

Gaining Perspective

- Are You Really in Conflict?
- Understanding Conflict

What Causes Conflict?

- 1) Change
- 2) Stress
- 3) People
- 4) Attitude

What Triggers Conflict in You?

- Anger and Conflict
- Conflict Traps

Conflict Management Styles

- Determining Your Conflict Management Style
- How Do I Act in Conflict?

The Conflict Resolution Process

- Diplomacy and Tact During Conflict
- Taking the Emotion Out of the Conflict
- The Four Step Process
- Conflict Resolution Worksheet

Conducting the Conflict Conversation

- ABC's to Understanding the Purpose of a Conversation
- Tips for Fostering a Safe Environment
- Defining Assertive Versus Aggressive Conversation
- Assertiveness Tips
- Guiding Principles
- Additional Tools for Communicating a Win/Win Resolution