



Training Course	Conflict Management
Course Language	English
Course Duration	Total Number of hours : 18 Days : 3 days Time : 8am – 2pm
Course Objectives	<p>To provide participants with the knowledge and the skills in the following area:</p> <ul style="list-style-type: none">• Understand what conflict and conflict resolution means.• Understand and practice phases of the conflict resolution process.• Understand and practice the five main styles of conflict resolution.• Be able to adapt the process for all types of conflicts.• Be able to break out parts of the process and use those tools to prevent conflict.• Be able to use basic communication tools.• Be able to use anger & stress management techniques.



Course Content

Session One: Getting Started

introduction of objectives
Pre-Assignment Review

Session Two: An Introduction to Conflict Resolution

What is Conflict?
What is Conflict Resolution?
Understanding and practicing Conflict Resolution Process

Session Three: Conflict Resolution Styles with the Thomas-Kilmann Instrument

Collaborating
Competing
Compromising
Accommodating
Avoiding

Session Four: Creating an Effective Atmosphere

Neutralizing Emotions
Setting Ground Rules
Choosing the Time and Place

Session Five: Creating a Mutual Understanding

What do I want?
What do they want?
What do we want?



Course Content

Session Six: Focusing on Individual and Shared Needs

Finding Common Ground
Building Positive Energy and Goodwill
Strengthening Your Partnership

Session Seven: Getting to the Root Cause

Examining Root Causes
Creating a Cause and Effect Diagram
The Importance of Forgiveness
Identifying the Benefits of Resolution

Session Eight: Generating Options

Generate, Don't Evaluate
Creating Mutual Gain Options and Multiple Option Solutions
Digging Deeper into Your Options

Session Nine: Building a Solution

Creating Criteria
Creating a Shortlist
Choosing a Solution
Building a Plan

Session Ten: The Short Version of the Process

Evaluating the Situation
Choosing Your Steps
Creating an Action Plan
Using Individual Process Steps



Course Content	<p>Session Eleven: Additional Tools Stress and Anger Management Techniques The Agreement Frame Asking Open Questions</p> <p>Session Twelve: Wrapping Up</p>
Learning Outcomes	<p>Participants will be able to</p> <ul style="list-style-type: none">• Understand when conflict starts happening and are capable of performing conflict resolution techniques• Perform phases of the conflict resolution process• Can handle the five main styles of conflict resolution• Adapt the process for all types of conflicts• Break out parts of the process and use those tools to prevent conflict• Use basic communication tools• Use anger & stress management techniques