



Managing Conflict

This course raises the participant's awareness of the value of dialogue in high-performing organizations. It is through understanding of styles and interpersonal skills that we avoid damaged relationships and build stronger teams. A style-differences inventory is given which identifies each person's unique approach to influencing and interacting with others. This course is designed to identify the benefits of properly managing personal disagreements.

Learning Objectives

- Identifying the benefits of managing disagreement within personal styles
- Achieving higher levels of influence and improving decision making
- Managing disagreements by using core interpersonal skills
- Learning how to encourage the expression of differences
- Becoming a more effective team member and leader

Outline	Time
Introduction and Overview	8:00 — 8:15
Core Interpersonal Skills	8:15 — 8:30
Sources of Disagreement	8:30 — 9:00
The Interpersonal "Gap"	9:00 — 9:30
Stages of Team Development and Change	9:30 — 9:45
Influencing "Styles" Discussion	9:45 — 10:00
Break	10:00 — 10:15
Management of Differences Inventory	10:15 — 11:00
How to Influence Others	11:00 — 11:10
Discussing Conflict	11:10 — 11:20
Techniques and Tips	11:20 — 11:30
Case Study	11:30 — 11:50
Summary	11:50 — 12:00

Audience	Length	Tools	Participants	Format
Supervisors, Managers, and Professionals	4 hours	Management of Differences Inventory	12 — 18	Classroom, leader led, interactive, skills practice, self-evaluations