



# CONFLICT MANAGEMENT

## Overview:

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This training program is designed to increase competence in the areas of assertive communication, influence, and conflict resolution. The focus is on real-life problems and challenges one faces in the workplace.

Participants will understand how to increase their effectiveness in getting things done while building positive working relationships and avoiding aggressive or submissive behavior patterns.

## Benefits for Participants:

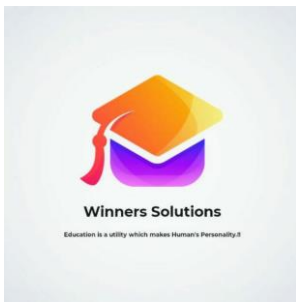
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- Standing up for one's right and avoiding the feeling of being used like a 'door-mat'
- Increasing influence by reducing aggressive behavior
- Remaining calm when dealing with conflict and difficult situations
- Working more effectively with others through honest and open communication
- Understanding others' underlying concerns and reach win-win situations
- Assertively persuading others to reach a particular decision at a particular point in time

## Training Topics:

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- **Understanding conflict:**
  - Defining conflict
  - Understanding levels of conflict
  - Traditional ways of handling conflict
- **Conflict Resolution with the Thomas-Kilmann Instrument**
  - Conflict Styles
    - Competitive
    - Collaborative
    - Compromising
    - Accommodating



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- Avoiding

- **Conflict Resolution Process**

- Getting to the Root Cause
  - Examining Root Cause
  - Identifying the Benefits of Resolution
- Generating Options & Building a Solution
  - Generate, don't Evaluate
  - Creating Mutual Gain Options and Multiple Option Solutions
  - Digging Deeper into your Options
  - Creating a Shortlist
  - Choosing a Solution
- Managing Emotions
  - Keeping your cool
  - Empathy
  - Asking yourself empowering questions
  - Usage of vocabulary and how it affects emotional states

- **Assertiveness:**

- The 4 step technique of assertiveness
- Dealing with 'Aggressive' and 'Submissive' behavior
- The art of saying 'No'

## Training Hours:

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The Conflict Resolution Training program will be for 8 hours.

## Training Methodology:

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- Instructor Led Training
- Role Plays
- Games and Group Activities



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## Resources Required:

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- Momentum Training Solutions will conduct the training
- Maximum number of participants to a class will be 15
- The training will be conducted at a venue organized by your organization
- The following will be provided by your organization:
  - Handouts will be printed/photocopied
  - The LCD projector
  - Audio speakers

