

Resolving Interpersonal Conflicts

“Through the clash of differing opinions – the spark of truth will arise.”

Sometimes ‘conflict resolution’ can sometimes sound like rushing to fix something negative. In fact, the ability to deal with differences constructively can lead to higher levels of creativity and innovation and so create enormous benefits for the individuals involved and the organizations that they represent. In addition, the ability to facilitate such a process for others can be a priceless business skill.

Interpersonal conflicts involve feelings and emotions. Just because some people choose not to express their emotions as openly as others, does not mean that they do not experience them. If we want to resolve our conflicts effectively we need to manage the emotions as well as the substantive issues involved while still respecting our partners’ preferences when expressing their emotions and feelings. The objective of this workshop is to help business professionals deal with conflict more constructively and effectively both with internal colleagues and external partners.

Objectives

At the end of the seminar participants will be able to:

- describe their preferred style and approach to dealing with conflict
- manage emotion in themselves and others to build rapport & relationships
- define and resolve problems to create win/win results
- use a dynamic conflict resolution process to create positive outcomes
- recognize that conflict is a natural, healthy communication process

Content

- Appropriate assertiveness and the use of ‘I statements’
- Empathic listening and the importance of building rapport
- The key elements of a win/win approach and how to apply them.
- Managing trust, face and emotions in a conflict resolution process
- Conflict styles (Intercultural Conflict Style Inventory©)
- Effective mediation techniques to help others resolve conflict successfully

Learning Methodology

The participants will be expected to do some preparation in advance of the program and provide input on some realistic conflict simulations.

The workshop will involve case studies, group activities, lecturettes, discussions and simulations around interpersonal conflict at work.

Each participant will be encouraged to enter a process of reflection on specific conflict situations that they are involved in and take steps to address them.

Workshop

This is a three-day workshop for a group of 16 participants working with two Clarion Learning consultants at an off-site location.