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PHOENIX TS

# Constructive Conflict Resolution Training

## Course Overview

This 2-day, instructor-led course is geared towards managers who want to better understand organizational politics and effectively communicate and discipline their employees. This training will address:

- Effective workplace communication
- Managing conflict because of frustrated customers

## Course Objectives

- Understand what conflict is and how it can escalate
- Understand the types of conflict and the stages of conflict
- Recognize the five most common conflict resolution styles and when to use them
- Increase positive information flow through non-verbal and verbal communication skills
- Develop effective techniques for intervention strategies.
- Become more confident of your ability to manage conflicts to enhance productivity and performance

## Course Outline

### Overview

### Defining Conflict

- What is conflict
- Positives and negatives of conflict



## Types of Conflict

- Inner conflict
- Interpersonal conflict
- Group conflict

## Open vs Hidden Conflict

- Overt conflict
- Hidden, suppressed, or covert conflict

## Spontaneous and Reflective Behavior

## The Johari Window

- Understanding the Jahari Window
- My Window
- Case study: Spontaneous and reflective behaviors

## Stages of Conflict

- Five stages of conflict
- Another version of of the conflict process
- Conflict outcomes
- Strategies for dealing with conflict

## Creating a Win/Win

- Max and Robin

## Conflict Resolution Style Questionnaire

- The questionnaire
- Scoring
- The Conflict Grid
- Pros and cons



## The Role of Communication in Conflict Resolution

- The Communication Chain
- Other barriers
- Establishing positive intent

## Active Listening Skills

- Tips for becoming a better listener

## Paraphrasing Skills

- What is paraphrasing?
- Pairs exercise
- Demonstrations

## Powerful Questions

- Asking questions
- Probing techniques

## Body Language

- Your message
- Aspects of non-verbal language

## The Conflict/Opportunity Test

- The Conflict/Opportunity test
- Skills test

## Helping Others Through Conflict

- Preparing for conflict
- Conflict resolution with facilitation
- Role play



# PhoenixTS

301-258-8200 | [Sales@PhoenixTS.com](mailto:Sales@PhoenixTS.com) | [www.PhoenixTS.com](http://www.PhoenixTS.com)

- Setting norms
- Coaching conflict
- Managing your emotions



## Price Match Guarantee

We'll match any competitor's price quote. Call us at 240-667-7757.

## Included in this **Constructive Conflict Resolution Training**

- 2 days instructor-led training
- Constructive Conflict Resolution Training training book
- Notepad, pen and highlighter
- Variety of bagels, fruits, doughnuts and cereal available at the start of class\*
- Tea, coffee and soda available throughout the day\*
- Freshly baked cookies every afternoon\*