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PHOENIX TS

# Constructive Conflict Resolution Training

**BONUS! Cyber Phoenix Subscription Included:** All Phoenix TS students receive complimentary ninety (90) day access to the Cyber Phoenix learning platform, which hosts hundreds of expert asynchronous training courses in Cybersecurity, IT, Soft Skills, and Management and more!

## Course Overview

Phoenix TS' Constructive Conflict Resolution course uses a combination of lecture and scenario-based exercises to teach attendees how to communicate effectively with employees and quickly resolve conflict in the federal workplace. Students learn how to deal with conflict under a variety of circumstances such as frustrated customers or disgruntled employees. Instructors will lead students through these situations and help develop their skills at not only managing office conflicts but also in how to change an employee's disruptive behavior. This training will address:

- Effective workplace communication
- Managing conflict because of frustrated customers

## Schedule

Currently, there are no public classes scheduled. Please contact a Phoenix TS Training Consultant to discuss hosting a private class at 301-258-8200.

## 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



# PhoenixTS

## Course Outline

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

### 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
- Setting norms
- Coaching conflict
- Managing your emotions

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Starting at **\$995**

## ATTENTION

For GSA pricing or Contractor quotes call  
301-258-8200 – Option 2.

# GSA



### 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\*