

[View Full Course Details including Latest Schedule Online](#)

PHOENIX TS

# Constructive Conflict Resolution Training

**Due to Covid-19 safety restrictions** PhoenixTS will temporarily be unable to provide food to our students who attend class at our Training Center; however, our Break Areas are **currently open** where students will find a constant supply of Coffee, Tea and Water. Students may bring their own lunch and snacks to eat in our breakrooms or at their seat in the classroom or eat out at one of the many nearby restaurants.

## 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 Johari Window
- My Window
- Case study: Spontaneous and reflective behaviors

## Stages of Conflict

- Five stages of conflict
- Another version 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

**Due to Covid-19 safety restrictions** PhoenixTS will temporarily be unable to provide food to our students who attend class at our Training Center; however, our Break Areas are **currently open** where students will find a constant supply of Coffee, Tea and Water. Students may bring their own lunch and snacks to eat in our breakrooms or at their seat in the classroom or eat out at one of the many nearby restaurants.

Starting at **\$995**

### ATTENTION

For GSA pricing or Contractor quotes call  
[240.667.7757](tel:240.667.7757)



### 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\*