

[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

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

DATE	LOCATION	
8/25/22 - 8/26/22 (2 days) 8:30AM - 4:30PM	Tysons Corner, VA	Open Contact Us
8/31/22 - 9/01/22 (2 days) 8:30AM - 4:00PM	Columbia, MD	Sold Out Contact Us
9/01/22 - 9/02/22 (2 days) 8:30AM - 4:30PM	Live Online	Open Contact Us
9/01/22 - 9/02/22 (2 days) 8:30AM - 4:30PM	Columbia, MD	Open Contact Us



DATE	LOCATION	
10/06/22 - 10/07/22 (2 days) 8:30AM - 4:30PM	Tysons Corner, VA Open	Contact Us
10/13/22 - 10/14/22 (2 days) 8:30AM - 4:30PM	Live Online Open	Contact Us
10/13/22 - 10/14/22 (2 days) 8:30AM - 4:30PM	Columbia, MD Open	Contact Us
11/21/22 - 11/22/22 (2 days) 8:30AM - 4:30PM	Tysons Corner, VA Open	Contact Us
11/28/22 - 11/29/22 (2 days) 8:30AM - 4:30PM	Live Online Open	Contact Us
11/28/22 - 11/29/22 (2 days) 8:30AM - 4:30PM	Columbia, MD Open	Contact Us
1/24/23 - 1/25/23 (2 days) 8:30AM - 4:30PM	Tysons Corner, VA Open	Contact Us
1/31/23 - 2/01/23 (2 days) 8:30AM - 4:30PM	Live Online Open	Contact Us
1/31/23 - 2/01/22 (2 days) 8:30AM - 4:30PM	Columbia, MD Open	Contact Us
1/31/23 - 2/01/23 (2 days) 8:30AM - 4:30PM	Columbia, MD Open	Contact Us
2/21/23 - 2/22/23 (2 days) 8:30AM - 4:30PM	Tysons Corner, VA Open	Contact Us
2/28/23 - 3/01/23 (2 days) 8:30AM - 4:30PM	Live Online Open	Contact Us
2/28/23 - 3/01/23 (2 days) 8:30AM - 4:30PM	Columbia, MD Open	Contact Us
3/21/23 - 3/22/23 (2 days) 8:30AM - 4:30PM	Tysons Corner, VA Open	Contact Us
3/28/23 - 3/29/23 (2 days) 8:30AM - 4:30PM	Live Online Open	Contact Us



DATE	LOCATION	
3/28/23 - 3/29/23 (2 days) 8:30AM - 4:30PM	Columbia, MD Open	Contact Us
4/18/23 - 4/19/23 (2 days) 8:30AM - 4:30PM	Tysons Corner, VA Open	Contact Us
4/24/23 - 4/25/23 (2 days) 8:30AM - 4:30PM	Columbia, MD Open	Contact Us
4/25/23 - 4/26/23 (2 days) 8:30AM - 4:30PM	Live Online Open	Contact Us
5/17/23 - 5/18/23 (2 days) 8:30AM - 4:30PM	Tysons Corner, VA Open	Contact Us
5/24/23 - 5/25/23 (2 days) 8:30AM - 4:30PM	Live Online Open	Contact Us
5/24/23 - 5/25/23 (2 days) 8:30AM - 4:30PM	Columbia, MD Open	Contact Us
6/20/23 - 6/21/23 (2 days) 8:30AM - 4:30PM	Tysons Corner, VA Open	Contact Us
7/06/23 - 7/07/23 (2 days) 8:30AM - 4:30PM	Columbia, MD Open	Contact Us
7/12/23 - 7/13/23 (2 days) 8:30AM - 4:30PM	Tysons Corner, VA Open	Contact Us
7/19/23 - 7/20/23 (2 days) 8:30AM - 4:30PM	Live Online Open	Contact Us
8/15/23 - 8/16/23 (2 days) 8:30AM - 4:30PM	Tysons Corner, VA Open	Contact Us
8/22/23 - 8/23/23 (2 days) 8:30AM - 4:30PM	Live Online Open	Contact Us
8/22/23 - 8/23/23 (2 days) 8:30AM - 4:30PM	Columbia, MD Open	Contact Us
9/12/23 - 9/13/23 (2 days) 8:30AM - 4:30PM	Tysons Corner, VA Open	Contact Us



DATE	LOCATION	
9/19/23 - 9/20/23 (2 days) 8:30AM - 4:30PM	Live Online Open	Contact Us
9/19/23 - 9/20/23 (2 days) 8:30AM - 4:30PM	Columbia, MD Open	Contact Us
10/17/23 - 10/18/23 (2 days) 8:30AM - 4:30PM	Tysons Corner, VA Open	Contact Us
10/24/23 - 10/25/23 (2 days) 8:30AM - 4:30PM	Live Online Open	Contact Us
10/24/23 - 10/25/23 (2 days) 8:30AM - 4:30PM	Columbia, MD Open	Contact Us
11/07/23 - 11/08/23 (2 days) 8:30AM - 4:30PM	Tysons Corner, VA Open	Contact Us
11/14/23 - 11/15/23 (2 days) 8:30AM - 4:30PM	Live Online Open	Contact Us
11/14/23 - 11/15/23 (2 days) 8:30AM - 4:30PM	Columbia, MD Open	Contact Us
12/12/23 - 12/13/23 (2 days) 8:30AM - 4:30PM	Tysons Corner, VA Open	Contact Us
12/19/23 - 12/20/23 (2 days) 8:30AM - 4:30PM	Live Online Open	Contact Us
12/19/23 - 12/20/23 (2 days) 8:30AM - 4:30PM	Columbia, MD Open	Contact Us

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 | 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

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)

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*