



## Collaborative Conflict Resolution

This eight-hour course, *Collaborative Conflict Resolution*, is designed to help participants constructively handle inevitable conflicts. It explores the causes of conflict and helps improve participants' ability to use a range of conflict management styles. Tools are provided and practiced to demonstrate how to create and maintain a spirit of collaboration even during conflict. Participants explore and experience both personal and group dynamics related to conflict. A strong foundation is built with theory and opportunities to apply information to actual conflict situations.

### Program Objectives:

- Explore theoretical and practical information about conflict
- Discuss and understand the major causes of conflict
- Assess preferred conflict management style
- Describe and use a 6-step process for resolving conflict
- Practice working on individual, team and customer-related conflict situations
- Create norms and strategies to respond effectively in conflict situations, including working with difficult people

### Course Overview:

This course uses a highly interactive teaching style, combining discussions of relevant theory and principles with experiential activities to create a rich and engaging learning environment.

### Content:

- **Conflict Styles:** determining our preferred conflict styles
- **Levels of Conflict:** ranging from intrapersonal to inter-organizational
- **TripleWin Relationship Model:** Compete, Coexist, Coordinate, Collaborate
- **Causes of Conflict:** Fact, Method/Process, Objectives/Goals, Values
- **Practice Conflict Situations:** use conflict situations to apply theory and models
- **Strategies for Managing Conflict:** win-lose, lose-lose, win-win
- **Process for Addressing Conflict:** 6-step process model
- **Guidelines for Conflict Resolution:** guidelines for before, during and after conflicts are addressed
- **Conflict Scenarios:** examples and actual situations