



Conflict Management and Resolution

Overview

Elevate USA's Conflict Management and Resolution training will teach participants how to effectively communicate and satisfactorily resolve disputes. Communication and conflict resolution skills must be learned. Most often, poor communication and conflict resolution styles need to be corrected and replaced with approaches that are more conducive to creating peace in the workplace and at home.

Learning Objectives

- Learn to manage conflict in a way that expands people's awareness and understanding of how to achieve their goals without undermining others
- Help team members develop stronger mutual respect and renewed faith in their ability to work together
- Help individuals examine their goals in detail so they understand the things that are most important to them

Course Materials

- Participant workbook
- Presenter slides and outlines
- Case Studies and Media as appropriate
- Role play scenarios
- Post training assessment

Room Requirements

- Internet access for presenter
- Screen
- Projector (if not ceiling mounted then a table or cart will need to be provided)
- Training room must be able to comfortably accommodate the number of participants plus room to move around for various activities)
- Rounds or pods, small table for presenter's materials, chairs for all participants
- One Flip chart and easel for each round table (for small group work) and markers

Additional Requirements

- Elevate will choose training facilitators whose background and expertise will support the subject matter and goals
- Instructors will use a variety of instructional methods including lecture, group projects, discussion, and role play
- Participants are expected to be actively engaged in the learning process

Course Agenda (one-two days)

Module 1: Assessing Your Behavior

- Four Categories
- Understanding Your Own Self Image
- Assess Other's Behavior

Module 2: Clearing the Communication Channels

- Receiving the message
- Sending the message
- Constructive criticism
- Responding to criticism
- Diffusing defensive behavior
- Avoid communication breakdown
- Use specific, clear, and direct language

Module 3: Understanding Conflict

- 5 levels of conflict
- Controlling conflict escalation
- Approaching resolution
- Finding common ground
- Conflict creativity
- Analyzing difficult circumstances

Module 4: Managing Your Own Emotions

- How to control your anger
- Skillful listening
- Understanding emotions
- Trigger Words

Module 5: Problem Solving: from conflict to resolution

- Understanding how to build essential relationships
- Empathy
- 10 ways to problem solve
- Teamwork
- The most difficult types of workers
- Stress management
- Cultivate calm