



# Conflict Resolution & Non-coercive Approaches to Conflict Management

## Overview

This program is designed to teach participants how to effectively communicate and satisfactorily resolve disputes in a way that expands people's awareness and understanding of how to achieve their goals without undermining others.

## Learning Objectives

- Understand conflict and how it relates to aggression
- Identify the three types of conflict and what they look like in the workplace
- Stages of conflict and how they evolve
- Discover your personal style of conflict resolution
- How to avert a crisis through effective communication

## Course Agenda

### Module 1: Gentler and Kinder

- A Different Lens
- The Foundation of Respect
- 5 Ways to Show Respect

### Module 2: The Conflict Management Process

- What is Conflict and How Can You Manage It?
- Self-Exploration: You and Your Interactions with Others
- Three Types of Conflict
  - Internal
  - Interpersonal
  - Intergroup
- Three Stages of Conflict
- Five Conflict Management Styles
  - Collaboration
  - Competing

- Compromise
- Accommodating
- Avoiding

### **Module 3: Conflict Management Through Effective Communication**

- The Agreement Frame
- Asking Open Questions
- Proven Techniques
- How to Be Direct with Respect
- The Importance of Good Communication
- Responses That Can Communicate Non-Acceptance
- Four Questions to Ask Yourself in Times of Conflict
- Five Don'ts

### **Module 4: Specific Non-Coercive Methods**

- Considerations
- Motivations for Escalating Behavior
  - Fear
  - Frustration
  - Manipulation
  - Intimidation
  - How to De-escalate