

# Resolving Conflict

## Purpose

This course is designed for individuals who are responsible for building relationships through which work is done, including being responsible for helping employees resolve unhealthy conflict with others.

## Description

Conflict in your organization? Never? The mark of a good organization isn't that it has no conflict: It is that conflict is handled appropriately. One way to do that is to give employees at all levels the opportunity to learn to resolve conflicts in a way that respects individuals and the work that needs to be accomplished.

## Outcomes

- Recognize and identify the nature and sources of personal, interpersonal and organizational conflict.
- Examine five approaches to conflict management and how they help or hurt the ability to reach work and personal goals.
- Use an assessment tool to determine how he or she manages conflict.
- Explore a way to work through conflicts with others.
- Apply the information work relationships.
- Use techniques for managing conflict and enhancing the organization's effectiveness.

## Features

- Develop definitions of healthy conflict and unhealthy conflict.
- Improve perspective on how to help others deal with unhealthy conflict.
- Have a systematic approach to conflict within the organization so that standards of conduct are the same from one area to another.

## Course Approach

Case studies, large- and small-group discussion and activities, trainer-presented material, self-evaluation, and action planning

## Module Specifications

Trainer's Guide includes:

- ✓ A list of all supplies and materials needed
- ✓ A room arrangement for effective learning
- ✓ Schedules for leading a full-day event or a half-day event
- ✓ Masters for activities, additional handouts, and/or flip charts
- ✓ Trainer's notes and thumbnails of related PowerPoint slides
- ✓ Full participants' guide with answers, making facilitation easy
- ✓ "Facilitator Tips" for making the most of the learning time
- ✓ A CD with PowerPoint slides

Participants' Guides are workbooks to be used during the training, including application pages that will help participants put learning into action on the job.

The Halbert Company can also provide trainers to help you implement this training.