



corporate training options

## **Conflict Management**

### **Overview & Learning Outcomes**

Upon successful completion of this course you should be able to:

- Catch disagreement before it escalates into dysfunctional conflict
- Replace habitual styles of handling differences with a strategic approach
- Honour the legitimate interests of others
- Creatively integrate diverse views so they are responsive to mutual concerns
- Utilise disagreements as opportunities for learning

### **Prerequisites**

There are no pre-requisites for this course.

### **Duration:**

1 Day

### **Courseware:**

High quality learning materials are available for purchase by participants.

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### **Corporate Training Options**

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## **Conflict Management** **Training Course Outline**

### **Foundation**

Build trust and respect  
Listen  
Develop an inspiring vision  
Encourage multiple perspectives

### **Explore**

Self-assess your preferred strategies

Nine-strategies:

- maintain
- smooth
- dominate
- decide by rule
- coexist
- bargain
- yield
- release
- collaborate

The managing disagreement grid

### **Plan**

Two types of changes:

- incremental
- transformational

Two ways of thinking about change:

- linear
- non-linear

Risk Tolerance

### **Implement**

Model ethical behavior

Ethical reasoning ladder:

- punishment avoidance
- rationalized justification
- reciprocity
- fairness
- humanism

### **Follow Through**

Evaluate outcomes

Document “lessons learned”

Six facets of agreement:

- technical
- economic
- environmental
- ethical/legal
- power/political
- psychological/social

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