

Conflict Management

Overview

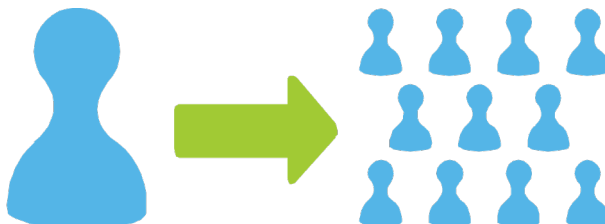
There are two main reasons for conflict: relationships and tasks. Relationship conflict is about people not getting along, creating tension, animosity, frustration and annoyance. Task conflict happens when there are differences of opinion about what to do and how to do it. This course is about having the ability to empower yourself with challenging people and interact successfully is what this course is about. The techniques in this course of will help create buy-in and achieve successful results for all involved.

Objectives

- Identify the five conflict management styles and when to use them
- Recognize the various types of conflict that arise in a work environment
- Learn how to respond appropriately to different kinds of conflict
- Understand and use win-win strategies to gain buy-in for project ideas
- Practice win-win conflict techniques and management skills that create successful results in the workplace.

Who Should Attend

This course is for teams, supervisors and managers who want to understand how conflict happens and how to take action to reduce conflict.



Five Conflict Management Styles

1. **Directing:** Using power to achieve your own agenda regardless of the opinions of others. This style is best used when quick, decisive action is vital; such as emergencies.
2. **Harmonizing:** Putting others' needs ahead of your own. It is best used when others can resolve the conflict more effectively.
3. **Avoiding:** Refusing to become involved. This is best used when the issue is trivial, or when other issues are more important.
4. **Compromising:** Asking all parties to give up something to achieve partial satisfaction for all. Best used when goals are fairly important but not worth the effort of the potential disruption.
5. **Cooperating:** Attempting to break through to a solution that will satisfy everyone. This is best used to find an integrative solution when both sets of concerns are too important to be compromised.