

Conflict Management: Defusing Anger and Finding Common Ground

Builds skills to help individuals address explosive situations and turn disagreements into positive business results.

Overview

Confrontation is the twin side of collaboration. As organizations become more open, introducing involvement and teams, they soon find that they have more people struggling with more points of view and decisions than ever before. And many of the traditional sanctions against speaking one's mind have vanished. This creative atmosphere can be poisoned by disagreements that turn into confrontations and accusations.

Confrontations are an inevitable part of involvement. Employees who work in involving organizations need to have skills for handling confrontations and for redirecting conflict into collaboration.

In this conflict resolution program, participants learn how to control their own anger, how to work with people who are too angry to be rational, how to respond to unfair accusations, how to find common ground, and how to work through the logic of a disagreement.

Conflict Management is designed for a broad audience--managers, supervisors and employees. Its goal is not to eliminate disagreements--disagreements are the raw material of good decisions--but to resolve the confrontations that happen when disagreements get out of hand.

Objectives

Participants are able to:

- Defuse an angry situation
- Control their own temper
- Find Win-Win solutions
- Disagree without creating defensiveness
- Maintain open communication
- Analyze the logic of arguments
- Resolve conflicts between two other team members

Tailored to Schedules and Participant Needs

There are two standard versions of Conflict Management, each designed to work optimally within a different set of time parameters. In addition, custom versions to meet customers' exact needs are also available.

"One Day" Program

This version is designed to be trained in a day.

Two "Half-Day" Sessions

This version is designed to be trained in two half-day sessions held about a week apart. Having a week between the sessions gives participants time to practice and consolidate their skills.

Other Versions: Tailored for a Specific Customer

Tailored versions are also available to meet the specific needs of particular customers. An example is a special three-day version for Bank Examiners. Conflict Management can be tailored to achieve your unique objectives.

For additional information contact us.