



Managing Conflict In The Workplace

Part I

“Together Each Accomplishes More” Teamwork is the core of today’s business environment. At first glance, it may seem that the absence of overt conflict is an indicator of an effective team or organization. However, a true hallmark of an effective team or organization is the degree to which conflicts emerge naturally and are resolved amicably. Differences are viewed as opportunities to improve relationships, programs, services, or products.

Surveys show that the average management team spends up to 60 % of its time resolving conflicts relating to work. Conflicts can be resolved more efficiently and effectively when team members possess strong communication and conflict management skills. This interactive workshop explores conflict as both danger and opportunity through examination of its nature and role in the workplace as well as assessment of approaches to conflict. In addition, communication skills for collaborative conflict management are addressed. The joint problem-solving perspective of negotiation will also be highlighted. A discussion of the five barriers to cooperation highlights how to deal with difficult emotions, difficult people, and power plays. Participants will learn to:

- 1 Re-define conflict and explore the causes of conflict in the workplace
- 2 Understand characteristic approaches to conflict and assess personal approach to conflict
- 3 Explore why some individuals welcome conflict and others avoid it
- 4 Describe the listening process, highlighting what gets in the way of one’s ability to listen
- 5 Learn skills and techniques to improve communication and practice effective communication
- 6 Introduce objective questioning techniques
- 7 Identify the five barriers to cooperation and learn how to deal with difficult emotions, difficult people, and power plays.

- 8 Learn and practice assertive confrontation skills
- 9 Compare the two main negotiating perspectives-- Adversarial/Competitive and Joint Problem-Solving, understanding how the latter approach can enhance teamwork.