

Conflict Resolution

Getting to Collaboration

Course Overview



Course Description

Conflict in the workplace is inevitable; however, that is not necessarily a bad thing. If handled correctly, workplace conflict actually can lead to better decisions and stronger relationships among co-workers. Unfortunately, most conflict is **NOT** handled correctly, which is where this training comes in. Specifically, this highly interactive session uses the results of the Thomas-Kilmann Conflict Mode Instrument to teach participants practical conflict resolution skills that can be applied immediately.

Course Objectives

Successful completion of this course will increase your ability to:

- Identify the underlying sources of conflict and the patterns of conflict behaviors that create and worsen most workplace conflicts;
- Leverage your individual conflict-resolution style strengths, while compensating for your individual conflict-resolution style weaknesses, as identified by the *Thomas-Kilmann Conflict Mode Instrument*;

- Recognize and effectively apply the Five Modes of Conflict Resolution; and
- Apply specific conflict-resolution tips and techniques to more effectively resolve workplace conflict.

Key Topics Covered

This course explores the following in depth:

- Conflict in the Workplace
- 6 Principles of Conflict
- 7 Sources of Conflict
- The Five Conflict Modes
- The Funnel Approach to Conflict Resolution
- The Pareto (or Northeast) Frontier
- The Interest-Based Relational (IBR) Approach
- One-Sided vs. Two-Sided Appeals
- 12 Reminders for Difficult Conversations
- Active Listening

For more information – or to schedule a workshop – please contact us today.



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