

STEPHANIE REYNOLDS CONSULTING

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COLLABORATIVE CONFLICT RESOLUTION

Change and conflict go hand in hand. They are occurring more frequently in our personal and professional lives. Today, practically all organizations recognize that in order to be continuously competitive and successful, they need to be drivers of change, and simultaneously manage its many potential negative consequences (e.g. delayed product introductions, stalled project teams, unwanted turnover, etc.). Fundamental to an organization's capacity to accomplish this, is its ability to maximize positive outcomes and minimize negative ones from the inevitable conflict that accompanies change. Organizations and individuals that embrace conflict resolution skills create more productive, responsive and innovative environments and a distinct market advantage. As a result, ***managing and resolving conflict constructively is a critical competency for every person inside today's workplace-- and outside it as well.***

Collaborative Conflict Resolution is a highly interactive and engaging one-day workshop designed for all levels in the organization. Participants learn the value of conflict, and are equipped with the skills to ***manage their own*** conflict situations constructively. Included are a Conflict Styles Assessment, skills for managing emotions, and a skill practice using proven steps for resolving conflict collaboratively. (A follow-up day of review, practice, reinforcement and extended skill building is strongly recommended.)

CONTENT

Collaborative Conflict Resolution presents a context for understanding the value of conflict. It provides insights into one's own preferred Conflict Style and the implications it has in conflict situations, as well as addressing how to work with others' styles effectively. It addresses the role of emotions in conflict situations and provides tools for resolving conflict collaboratively. It contains multiple opportunities for skill practice and role plays, based on the participants' real life conflict situations.

MODULE ONE - Introduction to Collaborative Conflict Resolution

In this module, participants gain a clear understanding of the value or positive outcomes of conflict, along with its potential negative consequences if left unattended. This module includes a tool for assessing the intensity of conflict.

EXERCISES/DISCUSSIONS INCLUDE:

- The positive/negative consequences of conflict and a clear understanding of the value of positive conflict resolution
- The Continuum of Conflict
- Overview and course objectives

MODULE TWO - Conflict Styles

This module introduces the concept of conflict styles; a person's preferred way of dealing with conflict situations. Participants take a self-administered assessment that reveals their dominant and less preferred conflict styles. The five conflict styles are discussed and evaluated for their positive and negative aspects in various conflict situations. Practical tips for dealing with other conflict styles are provided. The sources and types of conflict are also included in this module.

EXERCISES/DISCUSSIONS INCLUDE:

- Conflict Styles self-assessment instrument
- Positive/Negative aspects of each style
- Style applications
- Assessing the sources and types of conflict

MODULE THREE - Creating Collaborative Conflict Resolution

Here, participants learn the value of finding solutions to conflict, which *fully satisfy* the concerns of both persons. They learn and experience the role of emotions and self-management during conflict. They discover a protocol of communication ground rules that facilitate *Collaborative Conflict Resolution*, and a process within which to apply them.

EXERCISES/DISCUSSIONS INCLUDE:

- When to use the collaborative approach
- How to manage emotions
- Communication ground rules

(Video models included)

- Steps for *Collaborative Conflict Resolution* (Video models included)

MODULE FOUR - Skill Practice/Role Play

In this module, participants identify a real conflict situation they want to work on and have the opportunity to apply the tools and steps of *Collaborative Conflict Resolution* in practice sessions. Group and instructor feedback available.

EXERCISES/DISCUSSION INCLUDE:

- Skill practice
- Exercises with participants' real conflict situations
- Peer feedback
- Personal commitment for on-the-job application

PROGRAM DETAILS

PARTICIPANTS:

Participants can include all levels in the organization

SESSION LENGTH:

One-day (with follow-up day recommended in 60-90 days).