

NAVIGATING CONFLICT

A Skills-Based



The typical manager spends anywhere from 20-40% of his or her time dealing with workplace conflicts.

The majority of employees in organizations have never received conflict-management training, which helps explain why 67% go out of their way to avoid a colleague when there is a disagreement.

The cost of poor conflict skills nationally runs up to 380 billion dollars annually.

Of all the variables that impact workplace performance, conflict between coworkers is often the most challenging one. Conflict can damage relationships, reduce performance and create fear, which explains why many people avoid it. But conflict also provides an excellent opportunity for increased understanding, greater clarity and better results when there is a willingness and ability to navigate it effectively. The challenge is to capitalize on the opportunity conflict creates while minimizing the potential damage.

In this one day skill-development program, participants acquire tools to improve work relationships and skills to utilize the energy conflict generates for better outcomes while effectively navigating the danger zones. The program focuses on actual workplace scenarios so participants are able to immediately apply what they learn.

PROGRAM OUTLINE

Module 1: Anatomy of Conflict

- Identify the triggers to conflict
- Explore some typical reactions to conflict
- Take a Conflict Inventory
- Begin working on a Case Study to apply your insights and learnings

Module 2: Requirements for Navigating Conflict

- Identify two “background” variables that are central to successful conflict outcomes
- Explore four core tools that will help you navigate conflict effectively.
- Apply these tools to your Case Study

Module 3: Skills for Navigating Conflict

- Identify and practice four skills that deter conflict escalation and lead to positive outcomes
 - o Creating Clear Expectations
 - o Addressing Variables
 - o Asking for Accountability
 - o Managing Internal/ External Dynamics
- Apply the skills to your Case Study and create an action plan to reinforce learning

CONTACT US

T 425.641.7620 • F 425.747.0439
info@EffectivenessInstitute.com • www.EffectivenessInstitute.com

