

# Conflict: how to work through differences

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## Overview:

We often frown upon conflict situations in the work place because we assume that their outcome is always negative. However, this is not always true. This training is designed to help you turn conflict into a positive force that can increase personal and organizational effectiveness.

## Learn:

In this training, you will recognize the strengths/weaknesses of your style of handling conflicts. You will understand ways to modify your professional attitudes towards conflict and then gain the confidence, control, and skills necessary to resolve conflicts in a mutually acceptable manner without disrupting organizational needs. You will learn by actually engaging in on-the-job conflict simulations.

By the end of this training, you will know how to uncover the real problems in conflict situations and avoid wasting time on unrelated issues. You will be able to avoid common obstacles to resolving conflicts; know how to confront other people involved; and how to use conflicts creatively to bring problems to the surface, resolve them to the mutual satisfaction of all involved, and even gain an advantage.

## Objectives:

- ❖ Be able to explain the difference between a disagreement and a conflict.
- ❖ Learn the value of conflict and how to turn it into a positive force.
- ❖ Explain the six causes of conflicts.
- ❖ Understand different behavioral methods for handling conflict.
- ❖ Learn the strengths and weaknesses of your own style of conflict management.
- ❖ Explain the importance of talking out conflict and overcoming initial perceptions.
- ❖ Develop two-way communication skills to level with people, accept feedback from them, and discuss problems.
- ❖ Learn how to gain the confidence and skill necessary to resolve conflicts to the mutual satisfaction of all parties.
- ❖ Translate what you have learned into action.

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# Outline:

## **Introduction**

- A. Antecedents To Conflict
- B. Interpersonal Relationships -- The Varying Dynamics
  - 1. Passive aggressors
  - 2. Helpful hints for doing constructive interpersonal conflict
- C. Common Misconceptions
- D. Conflict As Related To Creativity, Problem-Solving, And Power

## **The Difference Between Conflicts And Disagreements**

- A. Symptoms And Causes
- B. Conflict Defined And Understood
  - 1. You've got to accentuate the positive
    - a. affect and substance
- C. Competition And How It Often Leads On...
- D. Six Types Of Conflicts And Disagreements

## **The Importance Of Talking Out Conflict**

- A. Perceptions Are Not Always Accurate
- B. Learning To Ask The Right Questions
  - 1. Staying with the content and situation
    - a. taking responsibility
- C. Using Two-way Communications To Level With Others
  - 1. "I" statements
    - a. practices of a good listener
- D. Learning To Accept Feedback And How To Discuss Problems
  - 1. The how-to of feedback as well as constructive feedback

## **Causes Of Conflict**

- A. Feelings, Attitudes, Values, And Needs
- B. Backgrounds And Perspectives
- C. Case Studies
- D. Group Interaction
  - 1. Inter-group and intra-group

## **Understanding Conflicts at Work**

- A. Five Behavioral Methods For Handling Conflicts
  - 1. Interpersonal facilitation and parley conflict solving approaches
- B. Diagnosis
  - 1. Characteristics, relationships, issues, environment, strategy, and restrictions
- C. Dealing With Conflicts
  - 1. Misunderstandings, clarification, action time
- D. Guidelines For Responding To Conflict
  - 1. Negotiation -- options left open

## **Action plans and summary**