

Resolve Your Conflicts

Master the skills needed to resolve and eliminate conflicts in the workplace

▶ PROGRAM BENEFITS

Resolve Your Conflicts reveals what it takes to resolve conflicts that you face in the workplace effectively. The workshop helps people build the conflict resolution and communication skills needed to enhance relationships and achieve meaningful resolutions. The program fosters awareness that resolving conflict is joint problem-solving requiring understanding other parties' needs and concerns and applying appropriate communication and relationship skills.

Participants build this expertise using Accordence's *MindSet and Conflict Resolver Style* self-assessment and tools. Based on three philosophical / psychological perspectives through which we have a tendency to approach tense situations, the program presents key conflict paradigms and how to apply tools to them to successfully resolve conflict situations they face every day.

▶ PROGRAM OBJECTIVES

- Remove conflict-driven barriers to operating efficiency, productivity, and morale when they arise
- Strengthen every working relationship, both outside and inside your organization
- Use observer objectivity to create fair solutions
- Advocate their and your organization's needs in any given situation
- Understand their own conflict resolution style and approach, as well as those of others, and
- Create consensus in spite of conflicting views and differing resolution styles

Resolve Your Conflicts is a fast-paced, interactive workshop that blends skill-building practice and application with self and group reflection. As the workshop begins, participants use a self-assessment tool to identify preferences and prioritization among the three mindsets, and then identify themselves as one of six possible styles. Participants learn about their own style as well as how to recognize styles of others. They experiment with different styles and techniques during customized case scenarios. Delving more deeply into different aspects of conflict tendencies, participants begin to internalize the concepts, and confront assumptions and biases with which they approach conflict.

▶ IMPLEMENTATION/CUSTOMIZATION

Resolve Your Conflicts includes a self-assessment tool on participant Conflict Resolution Types to become more aware of tendencies when in tension, stress or experiencing conflict. In a virtual or in-person session they receive best practices and a preparation tool for approaching conflict situations thoughtfully, a process for more effective conversations, and practice through role-play of challenging situations, using tools based on the framework. Case scenarios, exercises, and discussions are tailored to the organization's specific challenges. Typical lengths are 6-8 hours though can extend to 12-16 hours.

▶ AUDIENCE

Employees at all levels and from all areas of the organization and in particular those for whom working collaboratively and on teams is important.