ULLIANCE HUMAN EFFECTIVENESS TRAINING

Conflict Resolution
Conflict is an unavoidable part of our work environment. Employees can learn how to resolve conflict and make it work positively for them by attending this session.

Overview of Conflict
- What is conflict?
- Interests versus positions
- The effects of conflict

Stages of Conflict
- Accusations
- Issues multiply
- Specifics lose out to general issues
- Retaliation
- The number of parties involved increases

Conflict Resolution Strategies
- Using and teaching techniques to employees
- Helping employees evaluate when to use each strategy
  - Yielding
  - Withdrawing
  - Smoothing
  - Contending
  - Compromise
  - Problem solving
- De-escalation

Problem Solving
- Using and teaching techniques to employees
- Win/win approach
- Helping employees understand why the win/win approach makes sense