

# ULLIANCE HUMAN EFFECTIVENESS TRAINING

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## 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

