



<b>Training Course</b>	<b>Conflict Management</b>
<b>Course Language</b>	<b>English</b>
<b>Course Duration</b>	<b>Total Number of hours : 18</b>
<b>Course Objectives</b>	<p>To provide participants with the knowledge and the skills in the following area:</p> <ul style="list-style-type: none"><li>• Understand what conflict and conflict resolution means.</li><li>• Understand and practice phases of the conflict resolution process.</li><li>• Understand and practice the five main styles of conflict resolution.</li><li>• Be able to adapt the process for all types of conflicts.</li><li>• Be able to break out parts of the process and use those tools to prevent conflict.</li><li>• Be able to use basic communication tools.</li><li>• Be able to use anger &amp; stress management techniques.</li></ul>



**Course Content**

**Session One: Getting Started**

introduction of objectives  
Pre-Assignment Review

**Session Two: An Introduction to Conflict Resolution**

What is Conflict?  
What is Conflict Resolution?  
Understanding and practicing Conflict Resolution Process

**Session Three: Conflict Resolution Styles with the Thomas-Kilmann Instrument**

Collaborating  
Competing  
Compromising  
Accommodating  
Avoiding

**Session Four: Creating an Effective Atmosphere**

Neutralizing Emotions  
Setting Ground Rules  
Choosing the Time and Place

**Session Five: Creating a Mutual Understanding**

What do I want?  
What do they want?  
What do we want?



Course Content

**Session Six: Focusing on Individual and Shared Needs**

Finding Common Ground  
Building Positive Energy and Goodwill  
Strengthening Your Partnership

**Session Seven: Getting to the Root Cause**

Examining Root Causes  
Creating a Cause and Effect Diagram  
The Importance of Forgiveness  
Identifying the Benefits of Resolution

**Session Eight: Generating Options**

Generate, Don't Evaluate  
Creating Mutual Gain Options and Multiple Option Solutions  
Digging Deeper into Your Options

**Session Nine: Building a Solution**

Creating Criteria  
Creating a Shortlist  
Choosing a Solution  
Building a Plan

**Session Ten: The Short Version of the Process**

Evaluating the Situation  
Choosing Your Steps  
Creating an Action Plan  
Using Individual Process Steps

<b>Course Content</b>	<b>Session Eleven: Additional Tools</b> Stress and Anger Management Techniques The Agreement Frame Asking Open Questions  <b>Session Twelve: Wrapping Up</b>
<b>Learning Outcomes</b>	Participants will be able to <ul style="list-style-type: none"><li>• Understand when conflict starts happening and are capable of performing conflict resolution techniques</li><li>• Perform phases of the conflict resolution process</li><li>• Can handle the five main styles of conflict resolution</li><li>• Adapt the process for all types of conflicts</li><li>• Break out parts of the process and use those tools to prevent conflict</li><li>• Use basic communication tools</li><li>• Use anger &amp; stress management techniques</li></ul>