

ExecuTrain Course Outline

Resolving Conflict

NSL-S0085

1 Day



Description

This 1-day course familiarizes participants with the basic skills required to resolve conflict and understand how change plays an important role in managing day-to-day business relationships.

Prerequisites

- None

Objectives

Upon successful completion of this course, students will be able to:

- ✓ manage and resolve conflict.
- ✓ understand and manage change.

Outline

Managing and Resolving Conflict

- Understanding Conflict
 - Types of Conflict
 - Stages of Conflict
- Identifying Factors That Promote Conflict
 - Poor Communication
 - Low Associate Morale
 - Individual Associate Concerns
 - Environmental Stresses
 - Diversity Issues
- Using Constructive Ways to Manage Conflict
 - Responding vs. Reacting
 - Separating People from Problems
 - Coping Strategies
 - Conflict Handling Intentions
 - Negotiation and Bargaining
 - Personal Inventory: Conflict Management Style
- Applying Conflict Management Tools
 - Tips for Controlling Emotions
 - Defenses Against Verbal Attacks
 - Handling Routine Hassles
 - Dealing with Anger and Aggression
 - Managing Intense Personality Types

- Communicating and Implementing Restructuring
- Reaffirming Core Values
- Managing Change

Understanding Change

- Creating a Mission Statement
 - Components
- Distinguishing Between Frame-bending Changes and Frame-breaking Changes
 - Frame-bending Changes
 - Frame-breaking Changes
- Restructuring an Organization
 - External Factors
 - Internal Factors