

TURNING CONFLICT INTO COLLABORATION

COLLABORATION



WHAT IS IT ABOUT?

Every workplace has conflict. We all see it, and at some point, we all feel its impact. The word conflict has a negative connotation for most people, but despite that feeling, not all conflict is bad. Most often, the problem arises when conflict is ignored and people just wish for it to go away on its own.

Resolving conflict in a positive manner is a skill that can be developed and practiced. Knowing how to listen and deploy appropriate communication tactics is determinative of whether a conflict will have a positive or negative resolution.

WHAT WILL YOU LEARN?

- Diagnose the causes of interpersonal conflict
- Evaluate conflict situations and then choose the appropriate strategies and tools to manage and/or resolve these conflicts
- Develop greater awareness of your emotional triggers
- Understanding the importance of body language in conflict management
- Discover deep democracy as a process to work through conflict in groups

**CONFLICT IS INEVITABLE.
WAR IS NOT.**

WHOM IS IT FOR?

Anyone wanting to expand their conflict management skills and find productive ways to manage conflict

METHODOLOGY, TOOLS, TECHNIQUES TAUGHT

- The Thomas Kilmann model describes five different conflict modes and places them on two dimensions: assertiveness and cooperativeness
- The Lewis Model of Deep Democracy is a five-step approach to working through conflict with individuals and groups