www.logicalimagination.com
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Conflict Resolution

Course #: PD-109 **Duration:** 1 day

Prerequisites

None

Details

This intensive one-day course comprehensively explores conflict resolution strategies rooted in cutting-edge theory and real-world applicability. The course is designed to help participants navigate and resolve conflicts effectively in a diverse and fast-paced business environment. It offers an in-depth understanding of the nature and types of conflict, the psychology underlying conflicts, and various conflict management styles. The course further emphasizes practical skills, including effective communication techniques, negotiation and mediation skills, and creating a proactive conflict resolution culture. Participants will emerge with a personalized action plan for managing and resolving conflicts, equipped with tools and strategies to promote a harmonious work environment.

Software Needed

None

Outline

- **Understanding Conflict**
  - Definition and Nature of Conflict
  - Types of Conflicts: Intrapersonal, Interpersonal, Intragroup, Intergroup
  - Sources of Conflict in the Workplace
  - Impact of Conflict on Productivity and Employee Morale
  - Recent Trends in Workplace Conflict, including Online and Hybrid Conflicts
- **Assessing Conflict**
  - Models and Tools for Assessing Conflict
  - Identifying Root Causes
  - Assessing Conflict Dynamics and Stages
  - Determining Conflict Readiness
- **The Psychology of Conflict**
  - Perception, Emotions, and Bias
  - Cognitive Dissonance Theory
  - Transactional Analysis and Ego States
  - Personality Types
  - Stress Management Techniques
- **Ethical Considerations in Conflict**
  - Ethical Dilemmas
  - Fairness and Equity

- Corporate Ethics

- **Conflict Styles and Strategies**
  - Thomas-Kilmann Conflict Mode Instrument
  - Choosing Appropriate Conflict Management Styles
  - Proactive Conflict Management
  - Applying Game Theory
  - Adaptive Conflict Management

- **Communication Skills**
  - Active Listening
  - Assertive Communication
  - Emotional Intelligence
  - Non-verbal Communication
  - Apology and Forgiveness
  - Digital Communication

- **Negotiation and Mediation**
  - Principles of Win-Win Negotiation
  - Role of Mediation
  - The Harvard Method of Principled Negotiation
  - Cross-Cultural Strategies
  - Technology in Mediation
  - Negotiation Exercises and Roleplays

- **Building a Conflict Resolution Culture**
  - Promoting Positive Workplace Environments
  - Conflict Prevention Strategies
  - Building and Maintaining Trust
  - Leveraging Diversity and Inclusion
  - Conflict Resolution Policies
  - Early Warning Systems
  - Organizational Culture

- **Managing Conflict Virtually**
  - Strategies for Virtual and Distance Conflict Resolution
  - Technology for Collaboration Across Distances

- **Post-Conflict Relationships**
  - Maintaining Healthy Relationships
  - Rebuilding Trust
  - Constructive Feedback

- **Reflection and Action Planning**
  - Personal Reflections and Learning
  - Individual Action Plans
  - Follow-up Mechanisms
  - Sharing Plans and Peer Feedback