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## Conflict Resolution

A one-day course

Conflict is a natural disagreement resulting from individuals or groups that differ in attitudes, beliefs, values or needs. It can also originate from past rivalries and personality differences. Other causes of conflict include trying to negotiate before the timing is right or before needed information is available. Many people let their feelings and emotions become a major influence over how they deal with conflict. Conflicts can also occur because people ignore their own or others' feelings and emotions. Other conflicts occur when feelings and emotions differ over a particular issue. Once you understand the conflict, one can effectively manage it by reaching a consensus that meets individuals' needs. This results in mutual benefits and strengthens the relationship. The goal is for all to "win" by having at least some of their needs met. This programme fully explains conflict and also shows how to create a plan to resolve a conflict in a business setting.

Key elements of conflict:

**Needs** - Needs are things that are essential to our well-being. Conflicts arise when we ignore others' needs, our own needs or the group's needs. Be careful not to confuse needs with desires (things we would like, but are not essential).

**Perceptions** - People interpret reality differently. They perceive differences in the severity, causes and consequences of problems. Misperceptions or differing perceptions may come from self-perceptions, others' perceptions, differing perceptions of situations and perceptions of threat.

**Power** - How people define and use power is an important influence on the number and types of conflicts that occur. This also influences how to manage conflict. Conflicts can arise when people try to make others change their actions or to gain an unfair advantage.

**Values** - Values are beliefs or principles we consider very important. Serious conflicts arise when people hold incompatible values or when values are not clear. Conflicts also arise when one party refuses to accept the fact that the other party holds something as a value rather than a preference.

**Feelings and emotions** - Many people let their feelings and emotions become a major influence over how they deal with conflict. Conflicts can also occur because people ignore their own or others' feelings and emotions. Other conflicts occur when feelings and emotions differ over a particular issue.

The programme enables participants to:

- Learn the basic principles of what causes conflict
- Understand the approaches to conflict resolution
- Learn the steps to conflict resolution
- Learn to create an effective atmosphere
- Understand how to generate options for solution
- Learn to make Multi-beneficial Agreements

Learn how to handle problem areas such as anger, people who think there is no conflict, and people who only see things their way etc.

#### Learning Outcomes:

After completing the programme, you will appreciate conflict resolution and be able to plan a strategy to make it work for you. With these new skills, you will be able to be a more effective team member and potentially a more dynamic manager or negotiator.

## Programme Agenda

### Understanding Conflict

- A view of conflict
- Ineffective ways of dealing with conflict
- Ingredients of conflict
- The partnership process

### Resolving Conflict

- Create an effective atmosphere
- Clarify perceptions
- Look at individual and shared needs
- Build power
- Generate options
- The action strategy
- Make mutual-benefit agreements

### Handling problems

- Dealing with anger
- When one party thinks there is no conflict
- When you feel unsure about confronting someone
- When the other person seems not to want to resolve the conflict
- Dealing with people who only want things their way
- Dealing with seemingly un-resolvable conflicts

### Typical delegates are:

Executives and managers, who need to understand motivation and create high performing teams. For other staff that need an understanding of team dynamics, so they can take a full team role.