



Palomino Training Solutions  
specialists in corporate training

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## Conflict: Getting along Work (1 day)

### Course Overview

***Fact: The amount of time spent on conflict management is surprisingly high - employees spend at least 24% of their time on managing conflict.***

All of us experience conflict. We argue with our spouses, disagree with our friends, and sometimes even quarrel with strangers at a rugby game. At times we lose sight of the fact that all this conflict is normal. So long as people are individuals there will be the potential for conflict.

That's the first thing to learn about conflict. It isn't wrong or bad; it's just part of being a person in contact with other people. The only people who don't experience conflict are hermits.

Since you can't prevent conflict, the most important thing is to learn how to handle or manage it in productive ways. What is critical for resolving conflict is developing an understanding of, and a trust in, shared goals. It requires openness, discipline, and creativity. Showing respect for other people and not blaming them enables people to work for mutual benefit.

There are no magical phrases or simple procedures for managing conflict. However, there are several strategies for coping with conflict. Knowing when and how to use these techniques can make you a more effective leader.

This workshop includes dynamic trainee/trainer interactions and discussions, written and oral exercises, role plays, case studies, reflection, quizzes and a workbook for each participant to take back to the workplace.

### Target Audience

This workshop is designed for all employees in the workplace to be able to successfully manage conflict.

### Course Outline

Section 1: Introduction and Course Overview

Section 2: Defining Conflict

Section 3: Types of Conflict



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#### Section 4: Open Conflict vs. Hidden Conflict

#### Section 5: Spontaneous and Reflective Action

#### Section 6: Johari Windows

#### Section 7: Stages of Conflict

- The Five Stages of Conflict
- Another Version of the Conflict Process
- Conflict Outcomes
- Strategies for Dealing with Conflict

#### Section 8: Win As Much as You Can

#### Section 9: Conflict Resolution Style Questionnaire

#### Section 10: The Role of Communication in Conflict Resolution

- The Communication Funnel
- Active Listening
- Paraphrasing
- Powerful Questions
- Body Language

#### Section 11: Seven Steps to Ironing Things Out

#### Section 12: The Conflict/Opportunity Test

#### Section 13: Conflict and its Resolution

- Visualising Conflict
- A Strategy for Conflict Resolution

#### Section 14: Facilitating Conflict

#### Section 15: Facilitation Overview

- Step One: Venting Emotions
- Step Two: Resolving the Issue
- Practical Application

#### Section 16: Setting Norms

#### Section 17: Making an Intervention

- Defining Interventions
- Resistance Scenarios