

Resolving Conflicts Creatively

What will you learn?

- Identify the types of conflict; their causes and outcomes
- Turn reactions of avoidance and aggressiveness into collaboration and communication
- Use problem-solving techniques to take action: Confront, resolve and transform
- Create a conflict radar screen to prioritize actions

Why should you take this course?

This course offers tools to achieve mutual gains and positively work through situations in which people are experiencing conflict. Special attention is given to strategies for managing emotions when disputes and disagreements escalate. Excellent for individual contributors as well as for managers seeking to help direct reports and teams transform difficult situations into opportunities for positive action.

Overview and Course Content

Conflict is a natural, recurring and inevitable part of life. From simple communications, to exchanges of opinions and disagreements, every human interaction contains the potential for conflict and negative outcomes. Managers can turn these situations into opportunities to improve relationships, reduce stress and increase collaboration. This dynamic workshop will provide participants with the tools to approach conflict creatively for positive outcomes.

Understanding and Managing Conflicts

- Types of conflict: Individual, interpersonal, team, organizational
- Consequences and outcomes: The conflict spiral
- Sources and causes
- Common responses: From emotional reactions to strategic choices
- Self-assessment: Identifying the benefits and limitations of the conflict response styles and learning to use each style constructively
- The role of culture in shaping conflict and responses: Gender differences

Creating Solutions to Conflict

- Taking charge of conflict: Setting the stage for collaboration and dialogue
- Joint exploration of issues, interests, needs and values
- Creative problem-solving techniques that generate possibilities for resolution
- Using objective criteria to evaluate possibilities and select solutions/mutual gains
- Implementing the solution and managing the long term relationship

Who is your instructor?



Jennie Constantinides designs and delivers training in leadership, teamwork, communications, managing performance, implementing change and dealing with stress. She trains managers to recruit, develop and retain the best people for their organizations. Jennie speaks at conferences, has published in various trade magazines, and designed over 100 training manuals, guides, job-aids, audio-visual learning materials and e-learning courses. With a Masters of Law degree, Alternative Dispute Resolution, (LL.M., PRD), and as an accredited workplace mediator (IMAQ), Jennie helps organizations deal with conflict constructively.