

HANDLING CONFLICT WORKSHOP

INTRODUCTION: Conflict is defined as any situation in which your concerns or desires differ from those of another person. How much easier and effective could your work and personal life be if you were able to effectively handle conflict?

OBJECTIVE: Educate and enhance an individual's awareness and skill set in handling conflict

WHO SHOULD ATTEND: Anyone seeking to improve their conflict-management skills

PROGRAM OVERVIEW:

- Reviewing successful and unsuccessful conflict situations
- Exploring common workplace conflicts, utilizing interactive dialogue
- Understanding personal barriers to change
- Learning and understanding the Thomas Kilmann Instrument (TKI) *Five Modes of Conflict* model
- Creating awareness and understanding of one's primary conflict modes
- Building new strategies for handling conflict situations
- Assessing conflict situations and applying proper modes, (from the *Five Modes of Conflict*), to the situation
- Engaging in interactive video assessments
- Creating action plans for improving personal conflict management skills

METHODOLOGY: This interactive learning session's primary learning tool is the TKI report, which provides participants with a personal assessment of their *Five Modes of Conflict*. To further augment the learning, this program utilizes video observation, group debriefs, group discussion and action planning.

PROGRAM LENGTH: 4 hours or 6 hours

COURSE SIZE: A minimum class size of 6, to a maximum of 20

PROGRAM LOCATION: Onsite at client location or at an offsite meeting facility.

PROGRAM FEE OR ADDITIONAL COURSE INFORMATION: Please [contact us](#) for more program information or group session rates.

WEBSITE OVERVIEW: [click here](#).

To see a sample TKI "*Five Modes of Conflict*" Report, [click here](#).