COLLABORATING & DEALING WITH CONFLICT

LEARNING FORMAT: CLASSROOM
(onsite & public)

Today's business environment challenges individuals to increase productivity, improve quality, shorten cycle time, reduce costs, and improve customer satisfaction. These imperatives require everyone to communicate more effectively, collaborate with each other and deal with inherent conflicts that arise. Using the right words, body language, and listening skills are critical skills required by everyone within an organization.

This course teaches the practical tools that every individual within an organization can use on a daily basis to communicate more effectively and respectfully, build connection & trust, encourage collaboration, and even to deal with conflict with anyone they come into contact with from co-workers to customers.

DO YOU FACE ANY OF THESE ISSUES?

> Do individuals have good intentions, but sometimes use the wrong words, which causes conflict or harms relationships?

> Are individuals not aware of how body language and non-verbal queues affect interaction?

> Is listening something individuals think they do well, but - in reality - they do not?

> Are individuals not interacting in respectful and collaborative ways?

PERFORMANCE OBJECTIVES

Helps leaders and employees:

> Be on the lookout for signs of conflict and use tools to thwart or resolve conflict.

> Understand their role and responsibility in dealing with conflict.

> Adjust one's own behavior to create a healthy work culture and build collaboration.

> Build a respectful and positive work culture by knowing what healthy conflict is and avoiding unhealthy conflict.

> Use "in the moment" tools to create rapport, trust, and connection.

PRIMARY COMPETENCY DEVELOPED

> Communicating & Collaborating

SECONDARY COMPETENCIES DEVELOPED

> Dealing with Conflict

> Building Trust

COURSE OVERVIEW

> **Conflict Responsibility:** Facilitator introduces the course and leads a discussion on the roles and responsibilities for reducing and resolving conflict from both a leader and employee perspective. A review of the key principles introduced in Communicating for Leadership Success (or Communicating with Impact) connects the importance of these skills in building collaboration and dealing with conflict.

> **Interaction Styles Assessment:** Attendees assess themselves using an assessment developed by *The Executive Advisory*, which identifies an individual's primary communication style, and explore how to flex into others' styles to communicate more effectively. Individuals are provided tips on increasing their Emotional Intelligence while gaining a better understanding of why we respond in the ways we do.

> **Body Language:** Facilitator leads a discussion on how body language and tone of voice creates rapport. Individuals use different techniques in a skills practice activity.

> **Collaborative Words:** Also known as using "magic words," participants learn words that reduce or thwart conflict and create rapport so resourceful problem solving can occur and relationships can improve. In groups, individuals identify word choice that may cause conflict and then identify better ways to respond.

> **Depersonalization:** Using real work examples, participants identify how to use more objective word choices to address another individual's mistakes and errors rather than creating a tone of blame.

> **Anticipation:** Participants learn that anticipating the other person's response is useful when making a request, showing empathy for the other's value system, or circumstances when asking for / requesting something. Individuals practice on real work situations.

> **Listening:** In a structured skills practice, individuals are asked to listen and respond to something they are hearing from their partner. Practical tools are then presented to reaffirm that they have listened to the individual and are responding appropriately.

> **Asking Questions:** Participants are given and use Powerful Questions in a skill practice activity. By using these questions, it involves others in problem solving that diffuses emotion to be more solutions focused.

> **Closing Activity:** With a partner, individuals role play a real work situation or structured case study (leader-employee, employee-customer or co-worker-co-worker) that will allow them to use the skills from the session.

COURSE DETAILS

> **Target audience:** All populations.
> **State-fundable:** Yes (onsite and public only).
> **Course length:** 4 to 5 Hours (onsite); 3.5 hours (public).
> **Facilitator Certification:** Certified facilitator required.
> **Prerequisites:** Communicating with Impact or Communicating for Leadership Success.
> **Optimal Group Size:** 8 to 16. 20 maximum.
> **Course Prep:** Yes. 15 minutes.
> **Notes:** Session 2 of 5 in the Leadership Academy. Suitable for all environments. Onsite training available in Spanish. This course is often substituted for Resolving Workplace Conflict.

OTHER COURSES TO CONSIDER

> Resolving Workplace Conflict

> Navigating Beyond Conflict

> Valuing Differences

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