Managing and Resolving Conflict

Remove Yourself as a Source of Threat
We work with people. And people have different perspectives, opinions, and personalities. While these differences help stimulate new ideas and ways of thinking, they can also lead to disagreements and conflict. Sometimes the conflict is unintended; resulting from the misinterpretation of a statement or event. Yet no matter what the cause may be, if you find yourself in this situation, it's best to reduce the escalating emotions as quickly as possible. Only then can productive discussions take place and problem resolution can occur. This course presents the Conflict Cycle model, teaching you how to identify the various stages within the cycle, as well as building your skills to reduce conflict with others. By completing this course, you will be able to remove yourself as a source of threat during conflict to develop a mutual resolution plan.

Creating a Conflict Resolution Mindset
No matter what the situation may be, conflict resolution is not easy. Emotions are high, problems are present, and personalities tend to collide. Whether you're part of the situation or just trying to help, it's best to have the right mindset to help guide the resolution process. This course will help you create the right mindset for resolving conflicts. By helping you know what you currently do well and don't do, you will then be able to determine what you need to do differently to more successfully resolve conflict. By completing this course, you will be able to create a conflict resolution mindset to increase your ability to facilitate effective conflict management.

Helping Employees Manage Conflict
Typically, different opinions don't create a problem. More often than not, the individuals involved discuss the pros and cons of both approaches, and usually come to a compromise or can agree on the best solution. Of course, sometimes this does not happen and conflict ensues. While it is the hope of every manager that your employees are able to resolve their own conflicts, sometimes they can't and need help. As a leader, it is your job to recognize when your team members are struggling and need assistance resolving the conflict they find themselves struggling with. This course will help you strengthen your ability to recognize conflict so you can help your employees who are struggling with it. Knowing what to keep in mind will help you identify these situations sooner, and thus help resolve any situation before it escalates to a bigger issue. By completing this course, you will know how to recognize when team members need help managing conflict.

Help Groups Manage Conflict
Managing conflict at work tends to be difficult for most people. Different people handle conflict in various ways, and some even do a great job with it. Yet few people, if any, seek out conflict and are happy when it occurs. What it comes down is this—conflict is hard, uncomfortable, and can halt our progress at work. When conflict occurs we may struggle to perform and accomplish our tasks and assignments, all of which is not good. This course will provide a process you'll use when your employees are struggling with conflict and have asked for help, or seem to need help, resolving a difficult situation. By completing this

course, you will know how to use a mediation process to help groups resolve existing conflict.

Conflict Management Expectations
Although perhaps we'd like to avoid it, conflict is a natural part of working with others. Diverse opinions, opposing needs, and different perspectives are bound to happen when working with others. This of course creates the opportunity for conflict. The challenge for everyone is to not avoid these situations, but to handle them quickly and with ease, so that conflicts don't become bigger and hinder the ability to work together and therefore negatively impact results. This course will help you set expectations for managing conflict. When you proactively set expectations, you set your team up for success, and help prevent small issues from becoming larger ones. By completing this course, you will know how to create expectations for managing conflict.

Create a Conflict Management Culture
Managing conflict and difficult situations can be challenging for many. Conflicting situations are filled with emotion, uncomfortable, and often very frustrating. Most people would prefer not to have to deal with conflict, and yet it happens. People are people. Each of us has different needs, opinions, and perspectives, and when combined together, disagreements can occur. Sometimes these discrepancies are easy to resolve, others times they are not. This course will help you introduce the topic of conflict management, sharing why it's important and how improving the ability to manage conflict with others will benefit the team. You will talk about what's going on in the team or company that creates the need to strengthen each person's ability to manage difficult and challenging situations. By completing this course, you will know how to create a conflict management agenda item to create a conflict management culture.

Coaching Employees to Manage Conflict
As with anything else, managing conflict is a skill. While it may not be natural for some, anyone can be taught some basic principles, and with practice, get better at working through conflict with others. As a manager, you can provide your employees with a process to strengthen their ability to resolve conflict. Taking the time to provide guidance, coaching and feedback will help your employees navigate through conflict to clear the way for success. You'll find when your employees strengthen their conflict management skills, the team works better together, is more efficient, and will deliver better results. This course will provide a process to use when conflict arises, helping you provide guidance, coaching and feedback to your employees. You'll find when your employees strengthen their conflict management skills, the team works better together, is more efficient, and will deliver better results. By completing this course, you will know how to coach employees how to manage conflict with others.