

Sample:

Conflict Resolution Course



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Selected Slides

TODAY'S OBJECTIVES

By the end of today's session, you'll:

- Understand your own conflict management style
- See conflict more positively
- Use conflict as a tool for growth
- Practice a conflict management technique

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WHAT IS YOUR CONFLICT MANAGEMENT STYLE?

Conflict Management Styles Assessment

How do you typically respond to conflict? Circle the number that best describes you.

| Style | Always | Sometimes | Other | Never |
|--|--------|-----------|-------|-------|
| 1. I avoid conflict and try to keep the peace. | 1 | 2 | 3 | 4 |
| 2. I confront people and try to win the argument. | 1 | 2 | 3 | 4 |
| 3. I try to understand the other person's point of view. | 1 | 2 | 3 | 4 |
| 4. I try to find a solution that works for everyone. | 1 | 2 | 3 | 4 |
| 5. I try to use my power to get my way. | 1 | 2 | 3 | 4 |
| 6. I try to use my charm to get my way. | 1 | 2 | 3 | 4 |
| 7. I try to use my logic to get my way. | 1 | 2 | 3 | 4 |
| 8. I try to use my emotions to get my way. | 1 | 2 | 3 | 4 |
| 9. I try to use my authority to get my way. | 1 | 2 | 3 | 4 |
| 10. I try to use my influence to get my way. | 1 | 2 | 3 | 4 |

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YOUR RESULTS

- What surprised you?
- What do you want to change?
- How can you get there?

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GROWTH

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CONFLICT MANAGEMENT Steps for Resolution

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CONFLICT RESOLUTION STEPS

- Set the stage
- Gather information
- Agree on the problem
- Brainstorm possible solutions
- Agree on the solution

6

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SET THE STAGE

- Before you begin, where is your mind?
- Foster psychological safety
- Use your best communication skills to restate, paraphrase, listen actively, and summarize

7

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GATHER INFORMATION

- Get to the motivations and root cause of the problem, objectively
- Suggestion: Use the "5 Whys Technique"
- How is the problem affecting others?
- It's okay to include your feelings

8

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AGREE ON THE PROBLEM

- If you cannot agree on the problem, how will you agree on a solution?
- Do not rush this step
- Do not overexert your influence to make the other side agree

9

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BRAINSTORM POSSIBLE SOLUTIONS

- Everyone must generate some of the ideas to feel part of the solution
- Brainstorming Phases:
 - Any idea is valid, nothing off-limits, zany OK
 - Judge the ideas based on real-world limits

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AGREE ON THE SOLUTION

- The conflict may have ended, but now you must live with the outcome
- This may require negotiation of the 3 Ts:
 - Time
 - Talent
 - Treasure

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OVER 1.5 MILLION COPIES

Expanded second edition: the book that is changing how we think about conflict

LEADERSHIP SELF-DECEPTION

The Arbinger Institute

THE OUTWARD MINDSET

How to think like a leader

The Arbinger Institute

THE ANATOMY OF PEACE

Resolving the heart of conflict

The Arbinger Institute

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PRACTICE: CONFLICT RESOLUTION

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TECHNIQUES FROM CLASS

- Awareness
- Reframing
- Curiosity
- Mindset
- Practice

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OUR COMMITMENT

- Where will I apply what I learned here?
- How?

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Activity and Handout

Activity: Conflict Resolution

You manage two employees. They're in conflict with each other. It started as rolling eyes and moved to small underhanded comments in meetings, but they're now outright hostile, even refusing to speak with each other directly. Instead, they constantly come to you to complain about the other person. It's to a point that projects are slowed down, and customers are noticing the negative air. Before this gets worse, you decide to call them both into your office.

1. What preparation do you need to make before the meeting?
2. What will you do first when they arrive?
3. Using the 5 steps from class, how will you resolve this conflict?

a. Set the stage

b. Gather information

c. Agree on the problem

d. Brainstorm possible solutions

e. Agree on the solution
4. What will you do to ensure the solution is stuck to?

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