



A MIX OF

TECHNOLOGY AND TRADITION

322 – Resolve Employee Conflict

Why Should I Attend This Workshop? By design, unit structure requires compromise, cooperation, and negotiation, and that is simply within the unit! Inevitably, this leads to periodic and often detrimental conflict within the unit. As a leader, the ability to navigate through conflict is a core competency. It produces many benefits, including increased productivity, improved cohesion and teamwork, and creative problem solving.

Who Would Benefit From This Workshop? This workshop is essential for all unit and team leaders, HR, project managers, and Sponsors who are accountable to maximize the efficiency and productivity of a team.

<i>What is the framework?</i>	<i>After the workshop, what will I be able to do?</i>
1. Why are we here?	<ul style="list-style-type: none">• Explain the importance of this competency and workshop in meeting your personal and professional goals• List six (6) myths of employee conflict
2. What are my behaviors?	<ul style="list-style-type: none">• Evaluate your current level of skill and comfort in applying this competency
3. Learning Model 1: What is Conflict?	<ul style="list-style-type: none">• Recognize the six (6) natural “conflict boundaries”• Identify the six (6) source of a conflict when it arises• Explain how conflict typically “unfolds”• Describe the typical resolution or coping strategy to each conflict source
4. Learning Model 2: What are the 5 Common Conflict Approaches?	<ul style="list-style-type: none">• Compare and contrast the five (5) primary conflict styles• Explain your preferred conflict style• Recognize the triggers of your emotional response to conflict• Manage conflict anxiety in the short term and long term
5. Learning Model 3: What are the 3V's of Communication?	<ul style="list-style-type: none">• Explain the 3V's of communication as they relate to conflict• Compare and contrast the ten (10) root causes of noise• Apply the 11 techniques of active listening
6. How do I ... Resolve Employee Conflict?	<ul style="list-style-type: none">• Follow the 10 steps to <i>Build Your “Conflict” Credibility</i>• Use six (6) techniques to <i>Recognize the Warning Signs</i>• Apply the 10 actions to <i>Encourage Dialogue Among The Parties</i>• Master the five (5) actions to <i>Mediate The Conflict</i>• Follow the nine (9) steps to <i>Reach Agreements to Resolve the Conflict</i>• Apply the five (5) actions to <i>Arbitrate the Conflict (Option)</i>
7. Remember This?	<ul style="list-style-type: none">• Recall the major concepts and terms presented during this workshop
8. Master This Competency	<ul style="list-style-type: none">• Mediate conflict among two unit members
9. Plan For Success	<ul style="list-style-type: none">• Identify opportunities to continue your personal competency development over the next 30, 60, and 90 days
10. Workshop Evaluation	<ul style="list-style-type: none">• Provide feedback to improve future workshops
11. Why are we here?	<ul style="list-style-type: none">• Explain the importance of this competency and workshop in meeting your personal and professional goals• List six (6) myths of employee conflict