



## **WORKSHOP – MANAGING CONFLICT**

### **Purpose/Overview:**

The intent of this one-day workshop is to provide participants with the background, understanding and skills to effectively and positively deal with conflict situations as they routinely arise in the workplace. The intent is to help participants to appreciate the many facets of conflict, and to recognize that conflict is often the basis for positive change, innovation, and growth within both individuals and teams. Practical tools will be provided to assist in the diagnosis of conflict situations, along with easily implemented approaches that can help to successfully resolve conflict on an inter-personal and intra-team basis. Topics to be covered will include:

- Understanding the nature and origins of conflict and the conflict cycle
- Identifying the ‘triggers’ that result in conflict
- Appreciating our ‘conflict style’ and how we approach dealing with conflict situations
- Identifying the positive applications of conflict in typical work situations such as brainstorming, problem-solving, and consensus and team- building.
- Examining different models for conflict development and specific strategies for dealing with and resolving conflicts in each scenario
- Sharing a conflict resolution ‘tool kit’ for use in a wide variety of situations in the workplace and beyond

The session will include theory presentations along with group discussions, role-plays, and experiential exercises that will assist participants in testing and acquiring both the knowledge and skills necessary to better understand and deal with the opportunities and challenges that conflict represents.

Participants will also complete a self-assessment, the Thomas-Kilman Instrument<sup>®</sup> that will identify which of five established conflict styles they typically employ.



**Jacques**  
& ASSOCIATES INC.

**Learning Outcomes:**

**Participants will:**

- Develop greater confidence in their own ability to understand and to proactively and positively deal with conflict
- Better understand the origins of their own approach to conflict situations, in order to build on the strengths of their approach and address any developmental areas
- Be better equipped to detect the signs of emergent conflict and develop and implement strategies to address not only the conflict but also the underlying root causes(s)
- Gain confidence in managing the positive/constructive uses of conflict such as encouraging the consideration of diverse points of view within a team, and facilitating personal and team creativity by surfacing and applying divergent and innovative ideas.

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