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Learning Style: Virtual Classroom

Technology:

Difficulty: Beginner

Course Duration: 2 Days

Constructive Conflict Management



About Course:

Conflict is inevitable—but it doesn’t have to be destructive. When managed well, it can lead to innovation, improved relationships, and stronger teams. In fact, 85% of employees experience workplace conflict, and nearly 30% deal with it on a near-constant basis. Without effective conflict resolution strategies, these situations can escalate and reduce overall team productivity.

This course provides professionals with essential conflict management skills to help recognize issues early, prevent escalation, and create positive outcomes. Through structured approaches to negotiation, mediation, and problem-solving, participants will learn how to resolve conflict with clarity and professionalism.

Course Objectives:

This course empowers participants to understand and resolve workplace conflict constructively. Through guided discussion and role-based exercises, learners will build a reliable toolkit for managing difficult conversations and reducing tension before it escalates.

- Identify and manage sources of workplace conflict
- Apply conflict resolution strategies to resolve disagreements professionally
- Use structured processes to manage conflict before it escalates
- Foster respectful communication and minimize tension in team environments
- Gain confidence in mediation, negotiation, and difficult problem-solving discussions

Audience:

- Professionals who manage teams and desire to understand what leads to conflict, help peacefully navigate team members through potentially antagonistic situations, encourage and empower others to disagree respectfully and productively, and effectively manage disputes between team members will benefit from this course.

Prerequisites:

- None

Course Outline:

Understanding the Pain and Causes of Conflict

- Identifying the causes of conflict
- Harnessing the benefits of constructive conflict

- Resolving harmful conflict
- Learning fight vs. flight and creating “flow” in dialogue instead
- Understanding the key people in conflict resolution

Building Civility in the Workplace

- Recognizing uncivil behavior
- Reaping the benefits of civil behavior
- Working with difficult people
- Identifying and avoiding incivility
- Creating, implementing, and enforcing a civility policy

Walking Through the Conflict Resolution Process

- Making an effective atmosphere
- Developing mutual understanding
- Focusing on individual and shared needs
- Getting to the root cause
- Generating options
- Building a solution

Conflict Resolution Strategies

- Differentiating between resolution strategy versus process
- Recognizing advantages and disadvantages to key strategies
- Knowing when to use the key strategies
- Collaborating
- Competing
- Compromising
- Accommodating
- Avoiding