



## Conflict Resolution

**Overview:** Wherever two or more people come together, there is bound to be conflict. This course will give participants a seven-step conflict resolution process that they can use and modify to resolve conflict disputes of any size. Participants will also be provided a set of skills in solution building and finding common ground.

**Prerequisites:** There are no prerequisite requirements for this course.

**Course Length:** One Day

### **Course Content**

#### **Lesson 1: Getting Started**

Workshop Objectives  
Pre-Assignment Review

#### **Lesson 2: An Introduction to Conflict Resolution**

What is Conflict?  
What is Conflict Resolution?  
Understanding the Conflict Resolution Process

#### **Lesson 3: Conflict Resolution Styles with the Thomas-Kilmann Instrument**

Collaborating  
Competing  
Compromising  
Accommodating  
Avoiding

#### **Lesson 4: Creating an Effective Atmosphere**

Neutralizing Emotions  
Setting Ground Rules  
Choosing the Time and Place

#### **Lesson 5: Creating a Mutual Understanding**

What Do I Want?  
What Do They Want?  
What Do We Want?

#### **Lesson 6: Focusing on Individual and Shared Needs**

Finding Common Ground  
Building Positive Energy and Goodwill  
Strengthening Your Partnership

#### **Lesson 7: Getting to the Root Cause**

Examining Root Causes  
Creating a Cause and Effect Diagram  
The Importance of Forgiveness  
Identifying the Benefits of Resolution

#### **Lesson 8: Generating Options**

Generate, Don't Evaluate  
Creating Mutual Gain Options and Multiple Option Solutions  
Digging Deeper into Your Options

#### **Lesson 9: Building a Solution**

Creating Criteria  
Creating a Shortlist  
Choosing a Solution

**Lesson 10: The Short Version of the Process**

Evaluating the Situation

Choosing Your Steps

Creating an Action Plan

Using Individual Process Steps

**Lesson 11: Additional Tools**

Stress and Anger Management Techniques

The Agreement Frame

Asking Open Questions