

# CONFLICT RESOLUTION

## **INTRODUCTION:**

Conflict is pervasive in our society today. In the workplace it exists between and within individuals, groups, sections, units, departments, divisions, etc. Managers now spend up to 30% of their time resolving conflicts. If not dealt with properly, conflict can have an extremely disruptive effect on the productivity, the morale and the efficiency of our organisations.

Your success at work and in life depends to a large part on how well you deal with conflicts you have with others. People who can deal successfully with conflicts have a real advantage in the workplace.

## **OBJECTIVES:**

The specific objectives of this seminar are:

- To examine the reasons for conflict
- To know the signs of conflict
- To understand the sources of conflict
- To determine the costs of conflict to your own organisation
- To present the five approaches to dealing with conflict
- To understand the usefulness of each of the five approaches
- To examine your own approach to dealing with conflict
- To assist you to uncover underlying concerns to a conflict situation

- To provide a framework for constructive resolution
- To become familiar with mediation
- To enable you to act as an effective mediator

## **METHODOLOGY:**

In keeping with the seminar leader's philosophy that adults learn best by doing, this seminar will be action-oriented, participative and practical. A variety of methods will be used to ensure that the two days you spend at this seminar will give you practical ideas that you can apply immediately when you go back to work. There will be brief lectures, class discussions, individual exercises, and practical sessions through role plays. A DVD will compliment an interesting self-assessment questionnaire. A binder of work-notes will be provided to minimise note-taking and to act as a valuable continuing reference for on-the-job use.

This seminar has been designed with you, the participant in mind. You will therefore find it enjoyable, enlightening, stimulating, practical and valuable to your career.

## **SEMINAR OUTLINE:**

### **The Nature of Conflict**

- Definition
- Background
- Reasons for conflict

- Knowing when it is present
- Sources of conflict
- Financial and non-financial costs of conflict
- The conflict cycle

### **Arbitration**

- Definition
- Arbitration vs litigation
- The model arbitration clause

### **Intervening Factors in Conflict**

- Perception
- Defensiveness
- Negotiation
- Culture
- Personality

### **The Approaches to Dealing with Conflict**

- Avoiding
- Accommodating
- Competing
- Compromising
- Collaborating

### **Uses of the Different Approaches**

- Discovering your own approach to dealing with conflict
- Appropriateness of each approach to different business situations
- Understanding the background to different conflict situations
- The role of negotiating in conflict resolution

### **The Conflict Resolution Process**

- Uncovering underlying concerns
- Constructive resolution
- Identifying conflict modes
- The importance of active listening in conflict resolution

### **Mediation**

- Advantages of mediation
- The five phases of mediation
- The mediation agreement
- The rules of mediation
- The settlement agreement and final transaction
- Code of conduct for mediators
- Skill practice

### **Day to Day Conflict Situations**

- Case study
- Skill practice
- Conclusion
- Evaluation

### ***DURATION:***

2 days

### ***WHO SHOULD ATTEND:***

Managers, supervisors, group leaders, trainers, consultants and others who are entrusted with maintaining good working relationships. In this seminar you will examine the causes and sources of conflict and leave with solutions to put into place upon returning to your job.

### ***SEMINAR LEADER:***

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