

Conflict Management

Description: *Conflict Management* is designed to provide learners with an introduction to the different styles and critical skills of conflict management. Conflict is inevitable in today's world, and managing it well can mean the difference between a healthy, growth-filled work environment and one filled with dissatisfaction and poor performance. Our work together will include reading assignments, technique review/discussion, exercises/assignments, a conflict style assessment, case studies, and role plays. It can also include shadowing and 360 assessments on your behalf, work with team etc.

Audience: This course of work is designed for Sr. level managers and above and can be translated for all roles and levels.

Pework: Complete and score Thomas-Kilmann Conflict Mode Instrument

Objectives: At the end of coaching, learners will be able to:

- Understand what conflict is, where it comes from and why it's important to manage
- Use the two main conflict management skills of empathy and assertiveness
- Learn different conflict management styles and be able to adapt your style based on the situation
- Learn a process for handling conflict using collaboration
- Connect the learning from the coaching environment to professional and personal conflict situations

Duration: TBD—We propose 3 sessions of 3 hours in duration plus assignments and phone consults for the next several months as follow-up to ensure evolution of the process.

Competencies: Competencies addressed in this program to include:

- Communication
- Analytical Thinking and Problem Solving
- Teamwork