

CONFLICT ESSENTIALS WORKSHOP

DESIGNED FOR

Individuals or Teams:

Executives
Directors
Managers
Leaders
Team Members

LOGISTICS

Intensive 4 hours
Onsite or Virtual
3 PDUs
3 SEUs

WORKSHOPS

Two different workshops can be combined to be delivered in the same day.

CUSTOMIZATION

All Ignite Insight + Innovation courses can be slightly customized at an additional cost.

Ignite an embrace of healthy conflict in teams by gaining the right perspective and skills to approach and engage in conflict.

A team without any conflict is likely a group of individuals not working collaboratively together. Wisdom of the crowd is created through diversity of thought and experience, which means conflict is how the best solution is discovered. The trick is preventing conflict from becoming drama. This course provides professionals the opportunities to build knowledge and skills in how to approach and engage in healthy conflict within the workplace.

TOPICS COVERED

What is the value of conflict in teams and organizations

- ◇ Explore the difference between conflict and drama
- ◇ Examine how conflict can lead to drama
- ◇ Explain the benefits of healthy conflict in teams and organizations

How to approach and engage in conflict

- ◇ Examine why conflict is often avoided and/or seen as a negative
- ◇ Evaluate common listening blocks
- ◇ Explore empathy for all the participants in the conflict to find a bridge of connection
- ◇ Analyze the mindset approach in the conflict
- ◇ Assess when conflict meets conditions for escalation within an organization
- ◇ Practice a conflict discussion framework for engaging that promotes healthy interactions
- ◇ Practice various techniques for de-escalating during the conflict