

## Handling Conflict and Challenging Conversations

This program provides you with both the tools and practice sessions required to handle conflict effectively. It also offers proven methods for recognizing and resolving conflict.

### Program Content:

#### Introduction

- What is Conflict?
- Program Objectives
- Your Objectives

#### Conflict Management Styles

- Determining Your Conflict Management Style
- How Do I Act in Conflict?

#### What Causes Conflict?

- 1) Change
- 2) Stress
- 3) People
- What Triggers Conflict in You?

#### The Conflict Resolution Process

- Conflict Resolution Worksheet
- Conflict Myths
- Guiding Principles

#### Emotional Conversations

- Why Do Conversations Become Emotional?
- How to Effectively Handle Emotional Conversations

#### Conducting the Conflict Conversation

- ABC's to Understanding the Purpose of a Conversation
- Tips for Fostering a Safe Environment
- Tools for Conducting One-on-One or Group Conversations
- Defining Assertive versus Aggressive Conversation
- Assertiveness Tips
- Communicating for a Win/Win Resolution

#### Goals to Improve Your Conversations

- Areas of High Priority
- Setting Goals and Timelines
- Measuring Success

**Facilitation:** 1 day (1 SIC)

