



ManagingMatters

Conflict Management

The focus of this class is to consider instinctual responses to conflict based on feedback from assessment instruments and how to apply it effectively in workplace conflict. Participants discuss and practice analyzing conflict to determine a productive, transformative course of action.

Course Objectives:

- Describe the five Thomas-Kilmann Conflict modes
- Discuss techniques and strategies for transformative conflict resolution
- Analyze a case study applying principles of DiSC, TKI and other conflict management concepts

Course Content:

1. Your instinctive reaction to Conflict
2. Confrontation – deciding what, when and how
3. Recognizing warning signs of conflict
4. Confronting conflict using a discussion process

Delivery Format:

- Pre-work assignment
- Mini lecture
- Participant handouts
- Storytelling
- Small group exercises
- Independent activities
- Flip charting
- Small and large group discussion
- Case Study

NOTE:

This course is one of the Common Management Issues courses that is delivered in order:

- Everything DiSC Management (Parts 1 & 2)
- Conflict Management
- Change in the Workplace