

Course Objectives & Outline

Conflict Management

Unresolved conflict in the workplace can lead to productivity declines, decreased job satisfaction, lost organizational commitment, and generally has negative impacts on overall individual and organizational performance.

This training is designed to help individuals and teams become more effective conflict managers by understanding the types and causes of conflict, how different personalities react to conflict, and how to implement conflict management practices that are appropriate and effective.

Course Objectives

Following the completion of this course, participants will be able to:


- Understand the types of conflict that commonly occur
- Identify why and how conflict emerges
- Understand the ways that people react differently to conflict
- Apply conflict resolution tools to become more effective conflict managers

The course follows an interactive format that caters to various learning styles. In addition, behavioral-based application and action planning is a part of every course Horizon Point facilitates.

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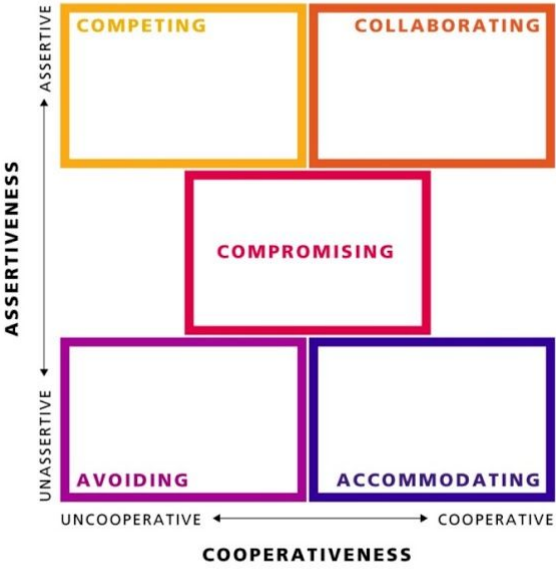
Conflict Management

Conflict & Compromise



HorizonPoint CONSULTING

Organizations face conflict regularly. The difference between good and great conflict managers is strategic use of assertiveness and cooperativeness to reach a situationally appropriate resolution.



ASSERTIVE	COMPETING	COLLABORATING
	COMPROMISING	
UNASSERTIVE	AVOIDING	ACCOMMODATING
	UNCOOPERATIVE	COOPERATIVE
	COOPERATIVENESS	

UNCOOPERATIVE ← → **COOPERATIVE**

UNASSERTIVE ← → **ASSERTIVE**

COMPETING

COLLABORATING

COMPROMISING

AVOIDING

ACCOMMODATING

COOPERATIVENESS

ASSERTIVENESS



In emergency situations, conflict managers may need to lean heavily on assertiveness and use a compelling style to make a quick decision.



In situations where group harmony is more important than any one person being right, conflict managers may need to use a highly cooperative accommodating style.



All conflict models are important tools to use in the workplace. Great conflict managers evaluate the situation and use the appropriate mode to more quickly reach an effective resolution.

Source: Thomas-Kilmann Conflict Mode Instrument

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