

# Conflict Resolution: Getting Along in the Workplace

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## Course Overview

All of us experience conflict. We argue with our spouses, disagree with our friends, and sometimes even quarrel with strangers. At times we lose sight of the fact that all this conflict is normal. So long as people are individuals there will be the potential for conflict. That's the first thing to learn about conflict. It isn't wrong or bad, it's just part of being a person in contact with other people. The only people who don't experience conflict are hermits. What is critical for resolving conflict is developing an understanding of, and a trust in, shared goals. It requires openness, discipline, and creativity. Showing respect for others enables people to work for mutual benefit. There are no magical phrases or simple procedures for managing conflict. However, there are several strategies for coping with conflict. Knowing when and how to use these techniques can make you a more effective leader.

## Learning Objectives

At the end of this course, you will be able to:

- Understand what conflict is and how it can escalate.
- Recognize the five most common conflict resolution styles and when to use them.
- Increase positive information flow, through non-verbal and verbal communication skills.
- Develop effective techniques for intervention strategies.
- Strengthen staff trust and morale.
- Become more confident in your ability to manage employee conflict situations.

## Outline

- Defining Conflict
- Types of Conflict
- Open Conflict vs. Hidden Conflict
- Spontaneous and Reflective Action
- Johari Windows
- Stages of Conflict
- Conflict Resolution Style Questionnaire
- The Role of Communication in Conflict Resolution
- Active Listening
- Paraphrasing
- Powerful Questions
- Body Language
- Seven Steps to Ironing Things Out
- The Conflict/Opportunity Test
- Conflict and its Resolution
- Facilitating Conflict
- Setting Norms
- Making Interventions