



**Program length:** 8 hours

**Audience:** This program is intended for anyone who facilitates discussions that may result in some level of conflict between group members. The program also is intended for people who participate in group discussions where conflict is present.

**What you will learn:**

- How to end negative attitudes, hurt feelings and angry outbursts that stem from conflict
- How to identify fundamental issues leading to conflict
- How to recognize different types of conflict
- How to identify three stages of conflict and apply management strategies to each stage

**Module 1: The fundamentals of conflict**

- Revealing the costs and benefits of conflict
- Identifying causes of conflict
- Misconceptions about conflict
- Assessing your reaction to stressful situations

**Module 2: Recognizing conflict and selecting management strategies**

- Identifying types and levels of conflict
- Applying strategies for managing conflict at stages 1, 2 & 3
- Assessing conflict in your organization

**Module 3: Constructively managing conflict**

- Determining your conflict management style
- Determining which conflict management style is best suited to the situation
- Applying five principles for dealing with conflict
- Understanding the five-don'ts of conflict management
- Conduct conflict management exercises