@ASK Training
Attitude | Skills | Knowledge

Constructive Conflict Management

Course Code:
ASKCCM

Course Duration:
2 days (16 hours), 9.00am - 5.00pm

Course Fee:
$1000 ($1070 Inc. GST) per participant

Course Dates:
Refer to Training Calendar
http://asktraining.com.sg/calendar

Course Synopsis

All of us experience conflict. At times we lose sight of the fact that all this conflict is normal. Since we can't prevent conflict, the most important thing is to learn how to handle or manage it in productive ways.

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 other people and not blaming them enables people to work for mutual benefit.

In this course, you will learn several strategies to cope with conflict. Knowing when and how to use these techniques can make you a more effective leader or team player.

Course Objectives

By the end of the course, you would be able to:

- Learn about your own behavioural style
- Understand how teams become dysfunctional and relate it to the five dysfunctions of teams
- Apply strategies to manage each of the five dysfunctions, essential to build an engaging and productive, cohesive team
- Identify the reframing of blame and use a 3 step process to enable a better productive behaviour
- Apply a structured constructive approach to address common workplace scenarios

Course Outline

- Type of Conflicts – Inner, Interpersonal & Group conflict
- Open Conflict vs. Hidden Conflict
- Spontaneous & Reflective Action
- Johari Windows
- The Five Stages of Conflict, Conflict Process & Conflict Outcomes
- Strategies for Dealing with Conflict
- Win as Much as You Can
- Conflict Resolution Style – Interpretation, Pros and Cons
- The Role of Communication in Conflict Resolution
- Active Listening and Paraphrasing
- Powerful Question & Body Language
- Seven Steps to Ironing Things Out
- The Conflict/Opportunity Test
- Conflict and its Resolution - Visualizing Conflict & Strategy for Conflict Resolution