

# Resolving Conflicts

*“I’ve got great people on this team. They just don’t always get along. Sometimes I feel more like a referee than a manager.”*

Diverse work teams can mean enhanced creativity with exceptional outcomes. They can also mean conflict as individuals bring different personalities and work styles to the table. Managing those differences quickly and effectively can mean the difference between a minor “bump-in-the-road” and lost productivity – a loss that can impact the entire organization.

## Impact

**Managers and team leaders will be able to:**

**Accept** conflict as an inevitable part of all work situations and deal with it in order to maintain individual and team focus and productivity.

**Recognize** the positive and negative impacts of conflicts and leverage conflict to everyone’s advantage.

**Distinguish** between the two major sources of conflict so that they it can be resolved fairly and effectively.

**Establish** a cooperative atmosphere to resolve conflicts when they arise.

For over 20 years, we’ve helped thousands of organizations equip managers with the tools they need to succeed. Our experience has proven that management skill level, like the ability to resolve conflicts, can have a direct impact on the success of the organization. We know that the management skill level of first-line managers affects team member productivity, commitment, and ultimately profitability. By keeping the team focused on performance and minimizing the impact of inevitable conflicts, the manager can greatly increase the effectiveness of the business unit. Workplace conflicts are unavoidable, but their affect on business can be controlled.

**Resolving Conflicts** provides the tools needed to recognize conflict and deal with it quickly and effectively. By understanding the signs of conflict and by getting to the root cause, managers can eliminate the issue and minimize the impact. Facing these conflicts head-on allows the manager to preserve the integrity of the team and to demonstrate a commitment to individual performance and growth.

## Program Description

**Resolving Conflicts** helps managers develop skills to identify the source of team member conflicts. Using effective communication and management techniques, managers can help individuals understand another point of view and move beyond the conflict. Throughout the workshop managers will review video presentations and case studies,

participate in group discussions, practice new skills, and receive immediate feedback. Managers leave with implementations tools, troubleshooting guides and additional resources to help them apply the skills they have learned on the job. The 4-hour workshop is designed for 6–18 participants and includes the following:

- Sources of team member conflict
- Effective ways to resolving conflict
- Mismanaged agreement appearing to be conflict
- Positive and negative aspects of conflict

## Course Materials

### **Facilitator Guide**

- *Complete instructions on how to conduct the workshop.*
- *Explanatory text for the trainer, sample trainer narrative, transcripts of video segments and facilitation notes.*
- *Facilitator Resource CD-ROM containing PowerPoint presentation, additional resources, and reproducible pages from the facilitator guide as well as entire participant workbook.*

### **Participant Workbook**

- *Exercises, forms, skill practice aids, and a video synopsis.*
- *Job Aids section with tools and resources for applying the skills learned in the workshop.*
- *Memory Jogger Card providing a handy reminder of the workshop's skill points.*

### **Video**

- *Introduction followed by a scenario displaying positive use of the skills discussed in the program.*
- *Video segments focusing on modeling positive behaviors for skill practices.*
- *Scenarios in both office and industrial settings.*

## About Workplace Results LLC

Workplace Results LLC works with organizations to help them hire, train, and retain loyal and productive employees. We work in all industries, including manufacturing, health care, education, government, corporate, and small business. Using Vital Learning's award winning programs and other assessments, we offer the most comprehensive and practical curriculum for building the management skill set required by 21<sup>st</sup> century managers.

Our customers tell us that our training really works because it enables the changes in management behavior that drive improved business results. Let us help you take the first step toward creating successful managers and more productive and profitable teams.