

CONFLICT MANAGEMENT AND RESOLUTION

COURSE OVERVIEW: This course explores the nature and dynamics of conflict and teaches the communication skills necessary for successful dispute resolution.

COURSE DESIGN: During this course, participants will

- Receive information and formation on the traits, characteristics, attitudes, and behaviors of those who resolve disputes
- Discover how to structure and manage a dispute resolution process in interpersonal disputes
- Participate in simulations

TEACHING/LEARNING MODALITY: The teaching/learning modality includes

Skills Training: Participants learn how to perform specific tasks or how to fulfill particular roles

Application: Participants learn how to use new information, concepts, and methods to solve current and future problems

Self-Understanding: Participants acquire a better sense of themselves and/or their relationship with other people

Self-Management: Participants learn how to plan more effectively for and/or to control their own personal, family, and professional life

COURSE OUTLINE:

UNDERSTANDING CONFLICT: 5.5 hours

Defining conflict
Understanding the conflict cycle
Analyzing personal conflict
Breaking the conflict cycle
Escalation and de-escalation of conflict
Causes and types of conflict
Conflict styles
Assessing personal style
Conflict management assessment, strategies, and techniques

COMMUNICATION THEORY AND SKILLS: 6.0 hours

Communication: an overview
Communication assessment

Factors influencing communication
Skills for effective communication
Active listening techniques
Listening for feelings
Constructing I-Messages
Determining positions and interests/needs

APPLICATION: 4.5 hours

Planning for problem solving
A conflict resolution process
Participant simulations and debriefing