# AMA2115: Responding to Conflict: Strategies for Improved Communication Training

Duration: **2 Day**

BILGINÇ IT Academy
info@bilginc.com
bilginc.com

## Overview

**Gain essential conflict management skills so conflict won't manage you!**

Conflict is all around us, especially during tough business periods where resources are tight and tempers are shorter, but most people lack basic conflict management skills. Rather than react to conflict on a purely emotional level, learn to manage disputes and disagreements positively and proactively.

With this conflict management training, you will learn to recognize the causes of interpersonal conflict, and you will become aware of your emotional triggers to prevent explosive situations. You will learn new strategies of conflict management that will improve your communication performance and, ultimately, increase the success of your business initiatives.

**Who Should Attend?**

Business professionals who want to expand their conflict management skills, understand their emotions and behaviors when addressing conflict, and find productive ways to manage conflict

## What You Will Learn

- A new understanding of conflict
- Your own conflict patterns
- Improve your listening and communication skills
- How to read conflicts by developing a conflict map
- Effective methods of intervention and conflict management

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## Outline

1. **Developing Conflict Awareness**
   - Conflict vs. disagreement
   - The five stages of conflict development
   - Barriers to conflict management
2. **Responding to Conflict**
   - Identify and understand your own conflict behavior
   - Active listening skills for conflict management
3. **Different Approaches to Conflict Management**
   - The five-step conflict map
   - The conflict management strategy that is right for you
   - Content vs. relationship conflicts
   - Why not to ask "Why"?
4. **Conflict Management Strategies**
   - The four Cs: competence, credibility, care, communication
   - How to reinstate trust
   - How to become solution-focused not problem-focused
   - Moving beyond conflict
   - Difficult people vs. difficult behavior
   - Asserting yourself
   - Coping with resistance
   - Saying "no" assertively
5. **Mapping the Conflict**
   - Conflict management mapping in five steps, from positions to solutions
   - Explore a conflict from various viewpoints
   - Determine common ground in a conflict
   - Generate and implement goal-oriented alternatives
6. **Trust in Minimizing Conflict**
   - Key conflict management fundamentals for building trust
   - How trust is lost and how it's reestablished
   - Develop win-win solutions: interests vs. positions
7. **Dealing with Difficult Behavior**
   - Difficult people vs. difficult behavior
   - Two-step process for handling passive and aggressive behaviors
   - Create a viable alternative to group conflict
8. **Thunderstorms**
   - Address your own "thunderstorms" (emotionally explosive tense conflicts)
   - Apply appropriate conflict management strategies through role-plays