

Dealing with conflict

Aim

Getting from impasse to action

What's it all about?

Good business is built on good relationships; skill in maintaining and developing these are paramount. But conflict is however, unavoidable even in the best of relationships yet it can lead to great change and improvement. This workshop explores problems in work relationships and the different ways these can be managed positively.

Why iOpener?

As a remote and virtual team of different nationalities we have endless possibilities for conflict to arise between us. We therefore have developed a strong methodology, tools and techniques to deal with issues both directly or indirectly.

How?

The emphasis here is helping participants to develop practical approaches to openly confront and manage all kinds of conflict situations. This is a very participative, practical and interactive workshop. It is largely based on self-understanding and rehearsing responses to typical conflict situations.

Participants?

This workshop is for eight participants. Ideally they think about conflict situations which they have been in which they would have liked to have handled more effectively. These can be either where they were directly involved or because they were drawn into someone else's conflict.

Outcomes:

Participants will:

- Recognise conflict and potential conflict triggers when they arise
- Learn strategies to deal with conflict and make relations positive
- Become aware of techniques for dealing with both direct and indirect conflict
- Understand one's personal response to conflict and how to flex one's approach
- Investigate a toolkit for moving relations forward into collaboration and cooperation
- Learn how to facilitate 3rd party conflict between others

Participants cover:

- Understanding what conflict is, drivers and why it matters – time, cost and quality
- Recognising the triggers of conflict: internal and external
- Using conflict handling strategies: avoiding, competing, accommodating, compromising and collaborating
- Assessing willingness to resolve conflict
- Creating a road map to resolution: mapping the conflict
- Deploying tools for managing conflict
- Building trust to move a situation forward with individuals and teams
- Facilitating conflict between others

Target group

This works best for people who are facing or have faced conflict at work.

Duration

1-2 days