

Conflict Management

According to A.C. Filley in his book *Interpersonal Conflict Resolution*, conflict is a social process in which at least two persons are involved in some kind of interaction, in which their interaction is characterized by behavior designed to defeat, reduce, or suppress the opponent to gain victory.

Conflict is not bad in and of itself. In fact, conflict can be very positive within an organization or team, **if** it is handled openly and effectively. It is the management of the conflict that determines “good” or “bad” outcomes. This one day workshop examines a model of looking and understanding the process of conflict, and then identifies positive methods for working through the issues in dispute.

At the core of most conflicts is a lack of understanding or agreement on the following elements:

- Facts of the situation
- Goals that you are trying to achieve
- Methods for achieving those goals based on the facts available
- Values underlying the person’s position

Once the underlying issues are identified, you begin to deal with the “real” issues rather than continue the conflict.

Course Objectives:

Participants who complete this course will be able:

1. to identify 3 elements of the spirit and principles of conflict resolution
2. to learn and practice 5 methods of problem solving
3. to learn and practice conflict management skills during role plays
4. to develop a plan for bringing conflict resolution process into their work

Assignments:

Participants are expected to actively engage in dialogue with the instructors and other participants during interactive segments of the course.

Evaluation:

There will be an opportunity for the participants to complete an evaluation of the course and the instructor. Depending on the requirements of the hosting organization, there may be a short post-test of the material at the end of the seminar.