



MSPD

CONSULTING . CORPORATE TRAINING . PERSONNEL

Make your Dreams Come True

2016/17 Course Outline

MSPD Skills Development Programme

Conflict Resolution

Learning Outcomes

This course will enable you to:

- Gain a thorough understanding of the sources, causes and types of conflict
- Master all six phases of the conflict resolution process
- Understand the five main approaches to conflict resolution
- Learn to apply conflict resolution approaches
- Learn how to use parts of the conflict resolution process to recognise and prevent conflict before it escalates
- Develop communication tools such as agreement frames and open questions
- Learn practical anger and stress management techniques

Course Outline

An Introduction to Conflict Resolution

- What is Conflict?
- What is Conflict Resolution?
- Understanding the Conflict Resolution Process

Conflict Resolution with the Thomas-Kilmann Instrument

- Collaborating
- Competing
- Compromising
- Accommodating
- Avoiding

Creating an Effective Atmosphere

- Neutralising Emotions
- Setting Ground Rules
- Choosing the Time and Place

Creating Mutual Understanding

- What do I Want?
- What do They Want?
- What do We Want?

Focusing on Individual Needs

- Finding Common Ground
- Building Positive Energy and Goodwill
- Strengthening your Partnership

Getting to the Root Cause

- Examining Root Cause
- Creating a Cause and Effect Diagram
- The Importance of Forgiveness
- Identifying the Benefits of Resolution

Generating Options

- Generate, don't Evaluate
- Creating Mutual Gain Options and Multiple Option Solutions
- Digging Deeper into your Options

Building a Solution

- Creating Criteria
- Creating a Shortlist
- Choosing a Solution
- Building a Plan

The Short Version of the Process

- Evaluating the Situation
- Choosing your Steps
- Creating an Action Plan
- Using Individual Process Steps

Additional Tools

- Stress and Anger Management Techniques
- The Agreement Frame
- Asking Open Questions