Navigating Beyond Conflict
(formerly Working Through Conflict)

Overview
The differences people bring to the workplace can promote tremendous creativity and innovation. Those same differences can also contribute to misunderstandings, which can lead to discord and if left unresolved, dispute. Individual performers need to know how to effectively navigate beyond conflict to prevent damage from occurring.

Target Audience
All employees, including frontline leaders

Learning Objectives
By the end of the workshop, participants will be able to:
- Reduce the potential cost of conflict to themselves and their organization.
- Minimize or prevent conflict by promoting a culture of trust, mutual respect and collaboration.
- Make appropriate choices, both in words and actions, to direct situations away from possible damage and toward the discovery of new ideas and solutions.
- Remove roadblocks to proactively taking action when the warning signs of conflict occur.
- Successfully plan and conduct conflict resolution discussions.

Competencies
- Managing Conflict
- Building Strategic Working Relationships
- Communication

Course Content
- **Conflict’s Destination – Damage or Discovery:** Learners participate in simulations that demonstrates the effects of conflict on relationships. Participants work in groups to identify the causes, costs, and benefits of conflict on themselves, their team, and the organization. Learners explore how conflict can escalate in stages from unresolved differences to discord to dispute, and continue to a list of signs that warn of escalation.
- **Preventing Escalation:** Participants determine roadblocks to taking action to resolve conflict. They take a self-assessment that reveals their strengths and development areas in using the Key Principles in a conflict situation. The facilitator discusses conflict “crossroads”, and volunteers role-play a crossroads scenario, using Key Principles to defuse the situation.
• **Resolving Conflict – Work It Out:** Learners watch a video of an ineffective approach to resolution, and then are introduced to a better approach by working out the conflict using interaction process skills. Learners view a positive model video of a conflict resolution discussion and discuss the skills that are used effectively.

• **Applying Your Conflict Resolution Skills:** Learners reprise their roles from the opening simulation and engage in two rounds of skill practicing, using Discussion Planners to conduct conflict resolution discussions. After each round, learners give each other feedback on their use of the skills. In teams, learners discuss how to address challenging conflict situations and share their ideas with the large group.

**Course Content (cont.)**

• **Removing Roadblocks and Setting Next Steps:** Participants work in groups to formulate suggestions for overcoming another group’s roadblocks from earlier in the course. A group spokesperson shares the suggestions with the class. Learners determine their next steps for navigating beyond conflict in the future and building trusting relationships with colleagues.

**Who Needs to Take This Course?**

1. Does conflict between employees go unaddressed?
2. Are valuable managerial resources being expended to resolve the conflicts of individual performers?
3. Is conflict affecting the productivity or morale of teams and work groups?
4. Is conflict being addressed inappropriately or ineffectively?

**Format / Length of Course**

Format: Classroom  
Length: 4 hours

**Cost**

$75 per participant for materials

**Tracks/Programs**

Interpersonal Skills Track

**Prerequisites**

Communicating for Leadership Success (formerly Essentials of Leadership) or Communicating With Impact (formerly Interaction Skills for Success)

**Related Workshops**

None

**Pre-Work Required?**

None

**Manager Actions Required**

Pre-Class:
- Talk with your employee about strengths and developmental opportunities related to the competencies.
- Relate the information from the course to their job specific responsibilities.
- Ask the employee how they believe they will benefit from the workshop.
Post-Class Support:
- Have a discussion with the employee about their impression of the workshop.
- Help the employee identify situations where they can apply the course content.
- Give the employee feedback about how they are demonstrating the behaviors.