



Handling Conflict & Confrontation

1 Session –

1-2 Hours of Interactive Training

There's no escaping conflict in the workplace, at home or with your personal relationships. Whenever diverse individuals work together, there are bound to be differences of opinion, miscommunication and unwelcome criticism - even out-and-out confrontations. In this solution-based interactive media, you'll find proven tactics to help you defuse volatile situations and remain in control when tempers flare and emotions overheat.

Exercises and assessments let you practice your own conflict resolution skills, and check your progress along the way. This training program delivers an array of tools, techniques and strategies to help you resolve differences fairly and honestly, without causing frustration, anger or resentment. Solutions for solving all kinds of people problems - perfect for teams!

Benefits

- You will practice conflict resolution skills through exercises and assessments.
- Develop strategies to help you resolve differences fairly and honestly, without causing frustration, anger or resentment.
- Discover techniques for solving all kinds of people problems - create harmony!

About The Author

Conflict management specialist **Sharon Spano** understands the dangers of ignoring conflict. Her many leadership positions in this demanding field increased her awareness of the importance of conflict management. A published author dedicated to excellence, Sharon uses real-life experiences to demonstrate the stages of conflict and offers the necessary tools to generate resolution.

Session 1

Section A: Handling Conflict

- Introduction
- Positive Effects
- Negative Effects
- Misconceptions
- Reflections

Section B: Types of Conflict

- Three Types
- Internal Conflict
- Interpersonal Conflict
- Intergroup Conflict
- Reflections

Section C: Stages of Conflict

- Three Stages
- Everyday Concerns
- Significant Challenges
- Overt Battles
- Reflections

Section D: Managing Conflict

- Five Styles
- Collaboration
- Obliging
- Dominating
- Avoiding
- Compromising
- Reflections

Section E: Maintaining Relationships

- Principles
- Guidelines
- Constructive Confrontation
- Communication Tips

Section F: Emotions of Conflict

- Emotional Responses
- Four Questions
- Rejection Response

Section G: Responses to Avoid

- Emotional Don'ts
- Closer Look