

Conflict Management Strategies

Make Conflict Resolution Part of a Healthy Work Environment

Differences and disagreements between people in the workplace are inevitable. Left unresolved, they can take away the emotional and productive energies of individuals, teams and even entire organizations. But conflict is not inherently corrosive. It can be part of a healthy and productive work environment provided it is appropriately addressed and skillfully managed.

In this program, you will gain key insights on workplace conflict and learn ways to manage, resolve or deescalate it. Assess your personal style and approach to conflict, and practice new skills for managing conflict on both individual and team levels. Anticipate and prevent conflicts when possible, and resolve them in a fair and considerate manner. Leave with an action plan for applying your learnings to conflict situations in your workplace.

The program focuses on the individual dynamics of conflict resolution, including conflict management between managers and workers as well as between co-workers. It does not cover legal or contractual conflicts (e.g. collective bargaining) or broader societal conflicts like aboriginal land claims.

Takeaways

- Increase your awareness of how you respond to conflict
- Adapt your conflict response style to particular situations
- Identify behaviours and language that tend to provoke conflict—sometimes unintentionally
- Develop collaborative skills and communication habits that will help deflect and/or resolve conflicts
- Recognize powerful unstated conflicts and make them explicit, so they can be treated rather than left to fester and damage working relationships
- Use time-tested third-party techniques to assist others in resolving conflicts
- Deal with difficult conversations
- Structure a conflict management process in ways that reduce or resolve conflict

Audience

Front-line supervisors, team leaders and middle managers charged with responsibility for maintaining a healthy and productive workplace. Managers from any industry will benefit from attending.

Program Content

Sources and Types of Conflict

- What is conflict and why does it occur?
- Why it propagates and how to stop it
- Insights from brain science and psychology that help to resolve conflict

Alternative Ways of Responding to Conflict

- How do you tend to respond?
- How do others respond differently?
- Insights and benefits of alternative approaches

Managing Conflict Resolution

- Defining positions and interests
- Framing and defining conflicts
- Developing an effective roadmap for conflict resolution
- Facilitating the conflict management process

Communication Skills in Conflict Resolution

- Obstacles to communication
- Shifting from confrontational to collaborative language
- Listening, empathy and understanding
- Learning how to ask the right questions

Making Conflict Outcomes Positive

- Understanding the power of motivations
- Avoiding or deescalating emotional responses
- Effectively managing difficult conversations

Special Features

This program combines structured frameworks, skills development and role-playing exercises. You will develop a personal conflict profile and design an action plan for managing conflict better. You'll also apply conflict resolution practices to your own work situation.

Program Leader

Trevor Sones has more than 13 years of experience as a professional conflict resolution specialist and Mediator with the BC Labour Relations Board. Combining leading research on conflict resolution with applied skills that work in the field, he helps senior leaders navigate politically sensitive interactions and solve complex communication problems. He is currently an Adjunct Professor at the Sauder School of Business, where he teaches courses in human behavior and negotiations in addition to working with indigenous leaders providing conflict resolution skills training.

To Register

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