

Collaboration Series

Conflict Management

"Conflict is going to happen whether you want it or not. People will butt heads. Sometimes when you least expect it."

Jimmy Bise Jr.

Conflict in life is inevitable, whether in the workplace or home. Conflicts result from the fact that people have different goals, needs, ideas, perceptions and personalities. Organisations today have multiple priorities and complex working structures which are susceptible to possible misalignment of goals. Despite our best efforts to prevent conflict, we will still find ourselves in disagreements with other people. While we cannot prevent conflicts entirely, we would not want to anyway, since some types of conflicts can actually be productive.

Our objective is then to attempt to manage conflict in a way that its "good" aspects can develop while the "bad" aspects are minimized or avoided all together. What mainly separates "good" conflict from "bad" conflict is how individuals involved respond to the conflict. Thus, while conflict is inevitable, ineffective and destructive responses to conflict can be avoided while effective and constructive responses to conflict can be learned. Much of the program is based on the work of the Leadership Development Institute, Eckerd College.

Assessment Tool

Conflict Dynamic Profile (CDP) developed by Eckerd College.

Objectives

Duration: 1 or 2 days

- Understand how conflict develops and recognize the hot buttons that trigger the conflict.
- Know and apply the process of handling conflict constructively:
 - o Building Relationships
 - o Managing Emotions
 - o Resolving Conflicts – Before, During and After Conflict
 - o Accepting Conflicts
- Learn and practice using constructive conflict responses:
 - Perspective Taking -Creating Solutions
 - Expressing Emotions -Reaching Out
 - Reflective Thinking -Delay Responding
 - Adapting
- Learn and practice minimizing use of destructive conflict responses:
 - Winning At All Costs -Displaying Anger
 - Demeaning Others -Retaliating
 - Avoiding -Yielding
 - Hiding Emotions -Self Criticizing
- Learn and practice communication skills core to conflict management
- Using the Conflict Management action template

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