



Dynamics of Conflict shows you how we are actually wired for conflict as part of our survival mechanism which creates the emotional eruptions we experience when conflict happens. The problem is we often react to the eruptions rather than listening and watching for the conflict story that is obscured by the emotional outburst. This class unmasks the dynamics of conflict so you can see more effective ways of finding resolution through collaboration. (1 day, 8 hours)

Course Description

Dynamics of Conflict

Finding resolution in the forces that cause conflict

A 1 day seminar

Course Content

Conflict as a transformational event

- The collaborative approach
- Course topics

The nature of conflict

- Conflict definition

How we are wired for conflict and why we act out

- Our unconscious warning system
- Acting out our conflict
- Emotional intelligence
- Protecting our world

Creating the world according to ME

- As I think; so it is
- Values, beliefs, and opinions
- Human needs and your comfort world

Hearing conflict stories so we can help

- Anger and getting back to comfort
- High fidelity communication
- Seeing and hearing the conflict story
- Extraversion and introversion
- Two aspects of conflict behavior
- Personal response styles
- Conflict patterns in behavior
- Being a better listener

Telling your conflict story so others will listen

Course materials, Participants receive

- A 50+ page participant guide that includes narrative of main points, application activities, and self-assessment activity.