

Course Description

Learning Your Way Out of Conflict

A transformational approach to handling conflict and restoring balance in your world

A 16 hour class for all employees, managers, and supervisors



Learning Your Way Out of Conflict unmask the dynamics of conflict so you can see more effective ways of finding resolution through collaboration. See why every conflict event is a transformational experience and an opportunity to learn more about oneself and one's interpersonal relationships. This course provides an in-depth understanding of the stories that underlie conflict situations, takes you on a journey to the emotional center of our make-up that drives potential conflict, and shows how using some simple dynamics can cool

the hottest head and improve communication fidelity in times of stress. (2 days, 16 hours. Can be presented in a variety of time configurations.)

Course Content

1. Conflict as a transformational event

- The nature and definition of conflict
- Conflict in your world
- Lessons from nature
- The collaborative approach vs. traditional approaches to dispute resolution
- Properties of the transformational experience

2. Emotions and the origin of anger

- The brain landscape and how the brain is wired
- Our unconscious early warning system
- The panic loop
- Introverts and extraverts
- Emotions and anger

3. Thinking styles

- Your approach to thinking
- Brain research connects thinking and doing
- Conflicts relating to different thinking styles
- Actions and intentions

4. The world according to ME

- Pattern learning
- Perceptions and perspectives
- Beliefs and values
- Maslow's hierarchy of needs
- Conflicts over personal needs
- Conflicts over beliefs and values
- Conflicts over conflicting goals
- Gender oriented conflicts

5. The conflict story

- The only two answers to conflict
- How we respond to being in conflict
- Watching for the conflict story in the way we act

6. Opening channels through communications

- The communication process
- Listening for the heart of communication
- Facts vs. opinions
- Whole brain techniques for fostering dialogue
- Practical advice for discussing conflict
- Dodging verbal attacks
- Using "I" statements to express yourself clearly

Appropriate for all levels of employees in your organization interested in becoming more comfortable and successful in dealing with conflict situations whether on the job or at home.

Course materials. Participants receive

- A 132 page participant guide with 22 in-class activities and assessments.

MANAGEMENT™
You

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