

The University of Toledo
College of Business Administration
Executive Center for Global Competitiveness

MANAGING CONFLICT CONSTRUCTIVELY

Program Overview

While conflict is a natural, even healthy part of work and life, it can be painful and damaging, particularly if one thinks only two options are available — fight or flight. *Managing Conflict Constructively* will clarify that there are more options available for reducing workplace conflict.

This program will offer a step-by-step proven strategy for achieving mutually acceptable agreement in any sort of conflict. Attending this seminar will help participants learn how to anticipate and prevent destructive conflict, deal with disagreement before it erupts out of control, use differences as a springboard to creative problem solving, and manage disagreement with more skill and confidence. Attendees will receive tools that will help them break out of conflict and move toward solutions where both sides can win. The end result will be less stress, improved teamwork and cooperation, and greater productivity.

Program Objectives

At this interactive and informative program, participants will learn how to:

- ◆ Distinguish between disagreements and conflicts
- ◆ Identify 12 sources of conflict
- ◆ Focus on interests—not positions
- ◆ Break deadlocks caused by incompatible strategies
- ◆ Invent options for mutual gain
- ◆ Stand their ground and stay cool even in the most emotional situations
- ◆ Recognize when to use the five classic conflict approaches
- ◆ Apply a proven 7-step formula for ironing out conflicts
- ◆ Get to “yes” without giving up and giving in
- ◆ Negotiate successfully with people who are more powerful, refuse to play by the rules, or resort to “dirty tactics”

Program Agenda

- ◆ The two-sided sword—the destructive and constructive potential of conflict
- ◆ How to deal with the most common sources of conflict that lead to disagreements
- ◆ Interests vs. positions—the two primary reasons for conflict
- ◆ Why becoming an “interest” bargainer leads to faster conflict resolution
- ◆ 5 conflict resolution strategies—how, why, and when to use them
- ◆ 7 steps you can take to iron out conflicts at home and at work
- ◆ Attacking the problem and not the person—what it really means and how to do it
- ◆ How to invent options for mutual gain when both sides are stuck
- ◆ Brainstorming—guidelines to consider before, during, and after an “inventing” session
- ◆ The #1 ground rule not to break during brainstorming
- ◆ How to express your feelings and assert your needs in a nonjudgmental manner
- ◆ What to do when the other party uses contentious tactics such as one-upmanship, manipulation, threats, personal attacks, lying, and backstabbing

About the Instructor

Debra A. Smith is a nationally respected consultant, speaker, and seminar leader. Her subject is professionalism—a composite of respect for the organization, respect for the people it serves, and respect for oneself. She develops this professionalism in her listeners, thereby enabling employees to reach their highest potential within the organization. People who attend her seminars gain new insight and direction, reinforced by effective skills that greatly enhance their performance. Every year Debra travels to over 100 cities in the United States and Canada to deliver her seminars on communication, time management, conflict resolution, and customer relations. Her seminars are skillfully designed to meet the needs of managerial, supervisory, and support personnel. She has trained over 450,000 people from organizations in the private sector and government as well as in numerous colleges and universities.

If you wish to tailor this program for onsite training at your company, please contact Carrie Herr, the Director of ECGC, by calling 419-724-2591 or via email at carrie.herr@utoledo.edu.

You can also choose from among many of our other programs, such as Effective Time Management, Delegating for Results or Stress Reduction Techniques, to create a more complete curriculum which will not only benefit your employees, but your organization as well.