

**We live in a society that tends to reward alternative responses to conflict. Leaders are rewarded by stakeholders for their aggressive, controlling approaches to problems, but are also often feared and avoided by their team.**

Conflict occurs when people perceive that, through disagreement, there is a threat to their needs, interests or concerns. Although conflict is a normal part of organizational life, it is viewed as a negative experience caused by difficult situations.

Enhance your ability to successfully manage conflict in this one-day, instructor-led course. Participants of this course will practice taking different approaches to conflict and learn how to reach a resolution that maximizes values for everyone. Gain the ability to distinguish between emotional and cognitive responses and the courage to approach others with a sense of empathy, openness and respect for their perspective.



## Outcomes

- Enhance your ability to deal with both actual and perceived conflict effectively
- Learn how to look for options that maximize value for everyone
- Distinguish between position and interest
- Learn the role that accountability plays in conflict
- Learn about the Mutual Gains Approach
- Understand the difference between issues, interests and positions
- Establish relationships that help parties work together and trust each other
- Learn to evaluate options from others' perspectives using BATNA (best alternative to negotiated agreement)
- Learn about the importance of making agreements that are clear and concise

## Ideal Audience

Individuals, contributors, team members and leaders who would benefit from understanding how to turn conflict into mutual gain.