



Conflict Resolution

An Introduction to Conflict Resolution

- What is Conflict?
- What is Conflict Resolution?
- Understanding the Conflict Resolution Process

Conflict Resolution Styles with the Thomas-Kilmann Instrument

- Collaborating
- Competing
- Compromising
- Accommodating
- Avoiding

Creating an Effective Atmosphere

- Neutralizing Emotions
- Setting Ground Rules
- Choosing the Time and Place

Creating a Mutual Understanding

- What Do I Want?
- What Do They Want?
- What Do We Want?

Focusing on Individual and Shared Needs

- Finding Common Ground
- Building Positive Energy and Goodwill
- Strengthening Your Partnership

Getting to the Root Cause

- Examining Root Causes
- Creating a Cause and Effect Diagram
- The Importance of Forgiveness
- Identifying the Benefits of Resolution

Generating Options

- Generate, Don't Evaluate
- Creating Mutual Gain Options and Multiple Option Solutions
- Digging Deeper into Your Options

Building a Solution

- Creating Criteria
- Creating a Shortlist
- Choosing a Solution
- Building a Plan

The Short Version of the Process

- Evaluating the Situation
- Choosing Your Steps
- Creating an Action Plan
- Using Individual Process Steps

Additional Tools

- Stress and Anger Management Techniques
- The Agreement Frame
- Asking Open Questions