

CONFLICT MANAGEMENT & DIFFICULT CONVERSATIONS FOR TEAMS



Conflict: (n) A state of disharmony between incompatible or antithetical persons, ideas, or interests. At it's best, **conflict shakes things up a bit**, sheds new light on old ideas and reinvigorates the creativity on a team. At it's worst conflict is **“the elephant in the boardroom”** thriving on lack of trust, gossip and personality clashes.

When your team has a foundation of understanding each others' personality styles (see DiSC™ Team Development Training) this gives you a solid base to explore dealing with differences. While **Conflict Management & Difficult Conversations can also be a “stand alone” program**, we highly recommend building on a foundation of understanding personality styles because some of the perceived conflicts can be explained and understood through the lens of personality style differences. This allows your team to capitalize on your strengths and adapt to each others' differences **without taking these differences personally**.

In this interactive and engaging workshop, we teach a conflict management model that is **based on building a foundation of trust**, mutual respect and collaboration. Current thought

leaders in the field of leadership and team development (such as Patrick Lencioni) have emphasized that vulnerability is a key component of building a strong team. With this conflict management tool we teach your team to tackle conflicts by exploring underlying needs. **Most conflicts are the result of unmet needs**, so by approaching the conflict with this level of awareness, they can be resolved with mutual respect.

CONFLICT MANAGEMENT AND DIFFICULT CONVERSATIONS LEARNING OBJECTIVES:

By the end of the day you will:

- **Build trust** with your team
- Capitalize on your foundation of DiSC language **to understand and navigate conflict successfully** (if you have taken the DiSC training)
- Learn **practical conflict management tools** including getting grounded and centered
- **Approach conflict from a new perspective** and underlying needs
- **Develop a set of best practices** for your leadership team in the area of conflict management
- **Engage in role plays** based on actual scenarios from your team
- **Practice** using your new conflict management tools
- **Work through team conflict** (as appropriate for your team)
- **Learn to have difficult conversations with more grace and ease**
- Learn how to **come to mutually agreeable solutions and follow through**
- **Create a personal action plan around conflict management** with an accountability partner



MOST
POPULAR



INDOOR



CULINARY



PHILANTHROPY



SPEAKERS &
TRAINERS



OUTDOOR



SCAVENGER &
TREASURE HUNTS



EVENING

CONFLICT MANAGEMENT & DIFFICULT CONVERSATIONS FOR TEAMS

The Conflict Management and Difficult Conversations program is experiential, engaging and fun. You won't be sitting through a boring lecture! **This day is packed with learning and fun.**

PROGRAM HIGHLIGHTS:

- **Interactive exercises** based on Aikido to explore and understand conflict
- Practical exercises to **regain composure and stay calm during conflict**
- **In-depth team problem solving activities** to highlight communication
- **Role playing scenarios to practice working through conflict**
- Opportunity real-time to **practice the conflict model with your team** (as appropriate)
- Create a **personal action plan** with regards to conflict

This program is for teams who are committed to turning conflicts into opportunities for collaboration. All teams experience conflict, make sure your team has the skills to deal with it productively.

The design of this program is perfectly suited for quick, high-impact learning and positive change in the workplace.

WHAT PREPARATION DO WE NEED TO DO FOR THE TRAINING?

Our Conflict Management expert and trainer will speak with you before your training to discuss your goals and determine the most effective training activities for your group.

WHAT ARE THE SPACE REQUIREMENTS?

We will need a place for everyone to sit and tables to write on and also open space to move around

and do the group exercises. We can also do some of the group exercises outside if space and weather permit.

HOW IS THE ROOM SET UP?

The room is best set up with tables in a u-shape and enough chairs for all participants. A small table for the facilitator is great and a place to set up. You will be changing places and up and moving around so tables and chairs should be movable. Also, a large open space for team activities is important.

ARE THERE ANY SPECIAL AV/EQUIPMENT REQUIREMENTS?

Flip charts and easel, projector for groups over 40.

WHAT'S THE IDEAL GROUP SIZE?

The ideal size is around 10 – 40. This ensures full participation and more individual attention and also gives us a variety of personality styles. If you have a larger team or multiple departments, then we recommend scheduling additional sessions.

HOW MUCH SETUP TIME IS NEEDED ON THE DAY OF THE EVENT?

If the room is already set up we like to arrive at least an hour before the event starts to set up our equipment and make sure the room is arranged properly.

HOW LONG IS THE PROGRAM?

The Conflict Management program is one day or two days if you have additional learning objectives. We also recommend scheduling a follow-up session or quarterly training to build on the foundation of the Conflict Management program.

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