

Conflict Resolution

Connected Minds Enterprise, LLC



Module One: Getting Started

Wherever two or more people come together, there is the possibility of conflict.

This course will give participants a six-step process that they can use and modify to resolve conflicts of any size.

Where all think alike, no one thinks very much.

Walter Lippmann



Workshop Objectives

Understand
the six
phases of the
conflict
resolution

Use tools to
prevent
conflict

Use anger
and stress
management
techniques

Collaborating

The situation is not urgent

An important decision
needs to be made

Large number of people

Competing

A decision needs to be made quickly

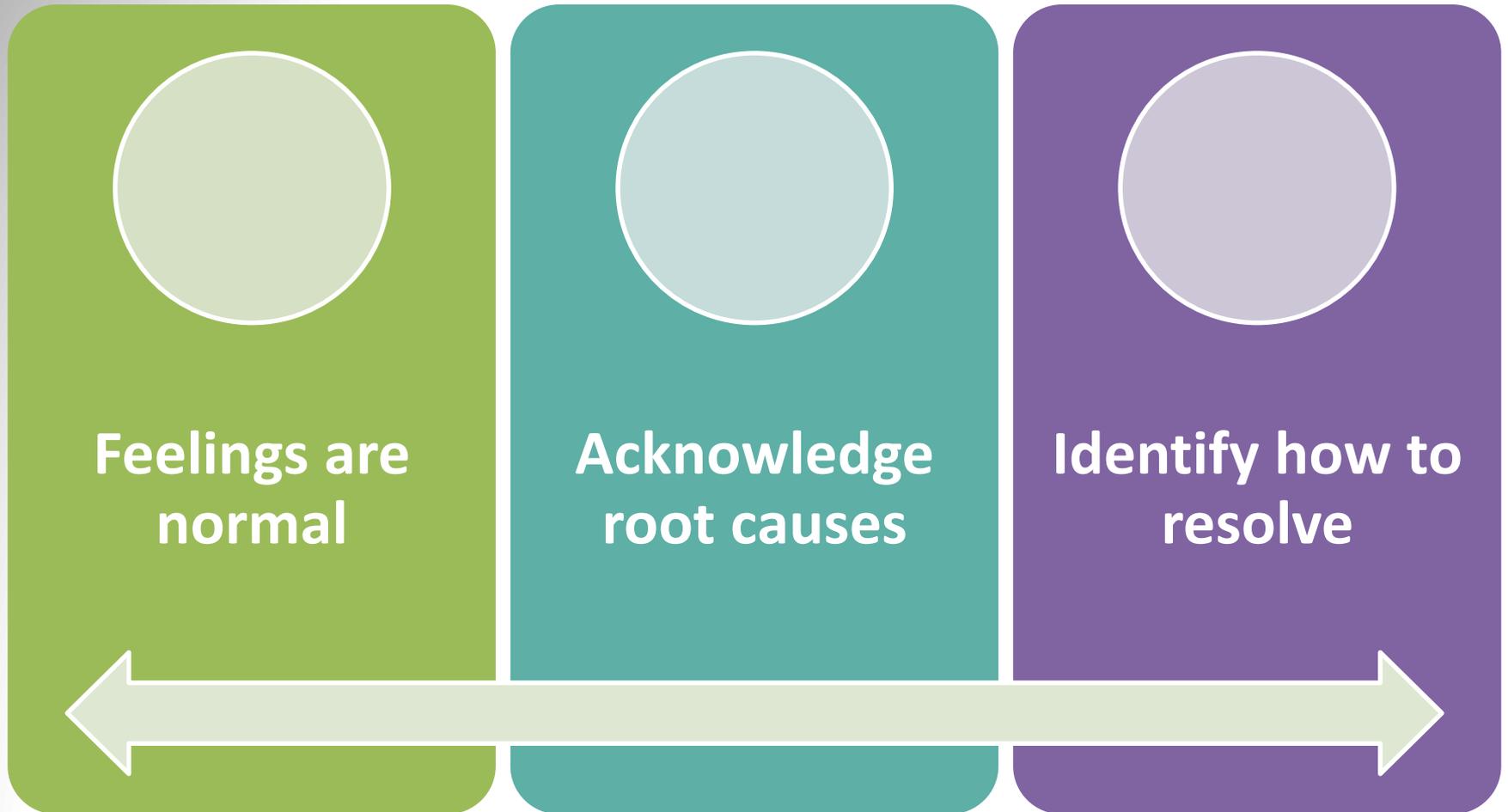


An unpopular decision needs to be made



Someone is trying to take advantage of a situation

Neutralizing Emotions



Setting Ground Rules

Developed and agreed upon by both parties.

Positive when it is possible.

Fair to both parties

Enforceable

Adjustable

Written and posted

Choosing the Time and Place

Minimize distractions

Be conscious of scheduling

Neutral location

What Do We Want?



Do not to jump to conclusions



Look for the root causes



Often, the problem is not what it seems

Module Six: Focusing on Individual & Shared Needs

So far, we have talked about laying the foundation for common ground, one of the key building blocks for win-win solutions.

This module will look at some techniques for building common ground, and how to use common ground to create a partnership.

Good battle is objective and honest, never vicious or cruel.

Ann Landers



Finding Common Ground



Find something in common

Builds goodwill

Understand their position

Building Positive Energy and Goodwill

Good attitude

**Create actionable
items**

Frame things positively

**Try to keep emotions out of your
statements**

Strengthening Your Partnership

Forming

Initial meeting

Storming

Discover differences

Norming

Discover similarities

Performing

Work together

Module Seven: Getting to the Root Cause

In this module, we will learn how to delve below the current conflict to the root of the problem.

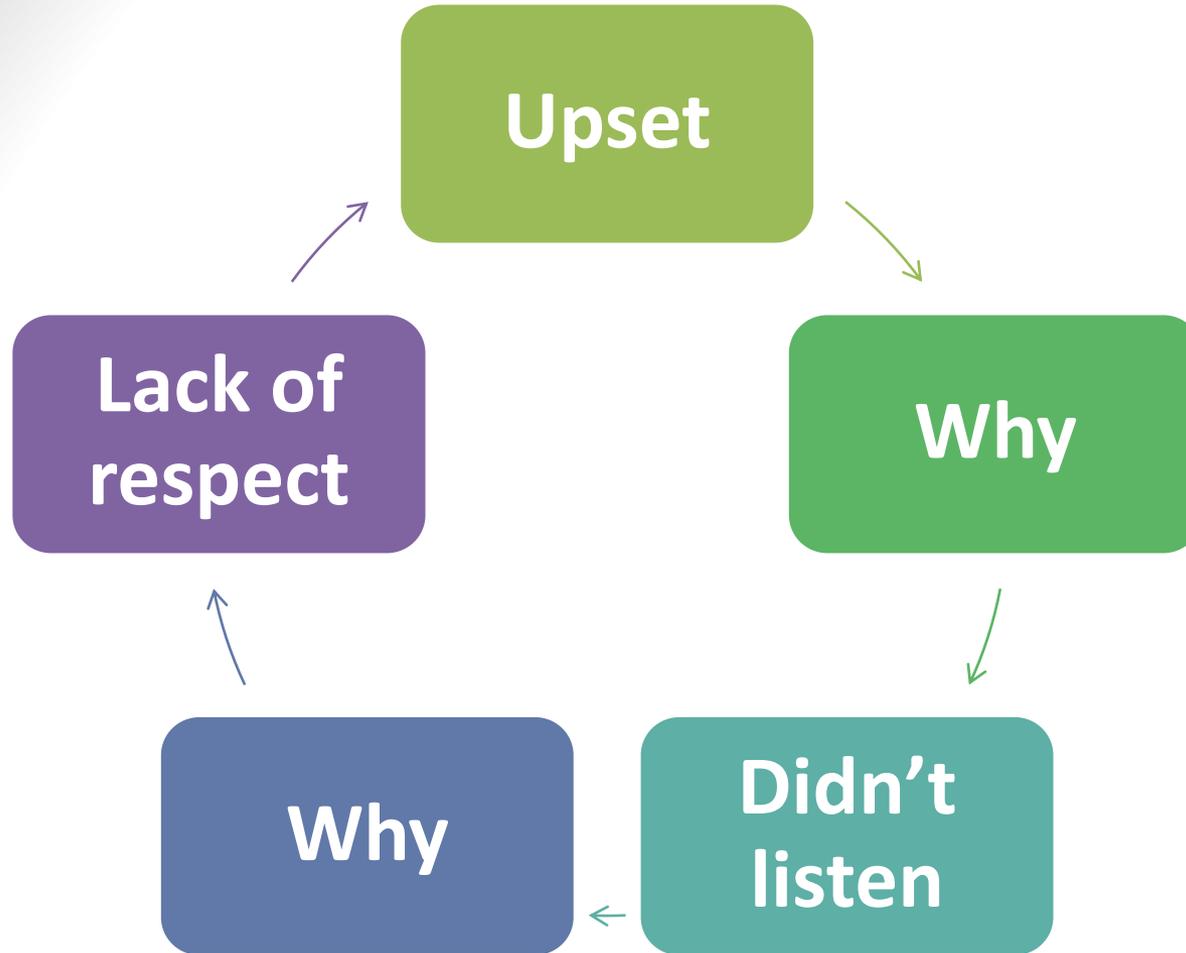
This phase is important for long-term resolution, rather than a band-aid solution.

Peace is not the absence of conflict, but the ability to cope with it.

Anonymous



Examining Root Cause



Creating a Cause and Effect Diagram (I)

Write down the problem

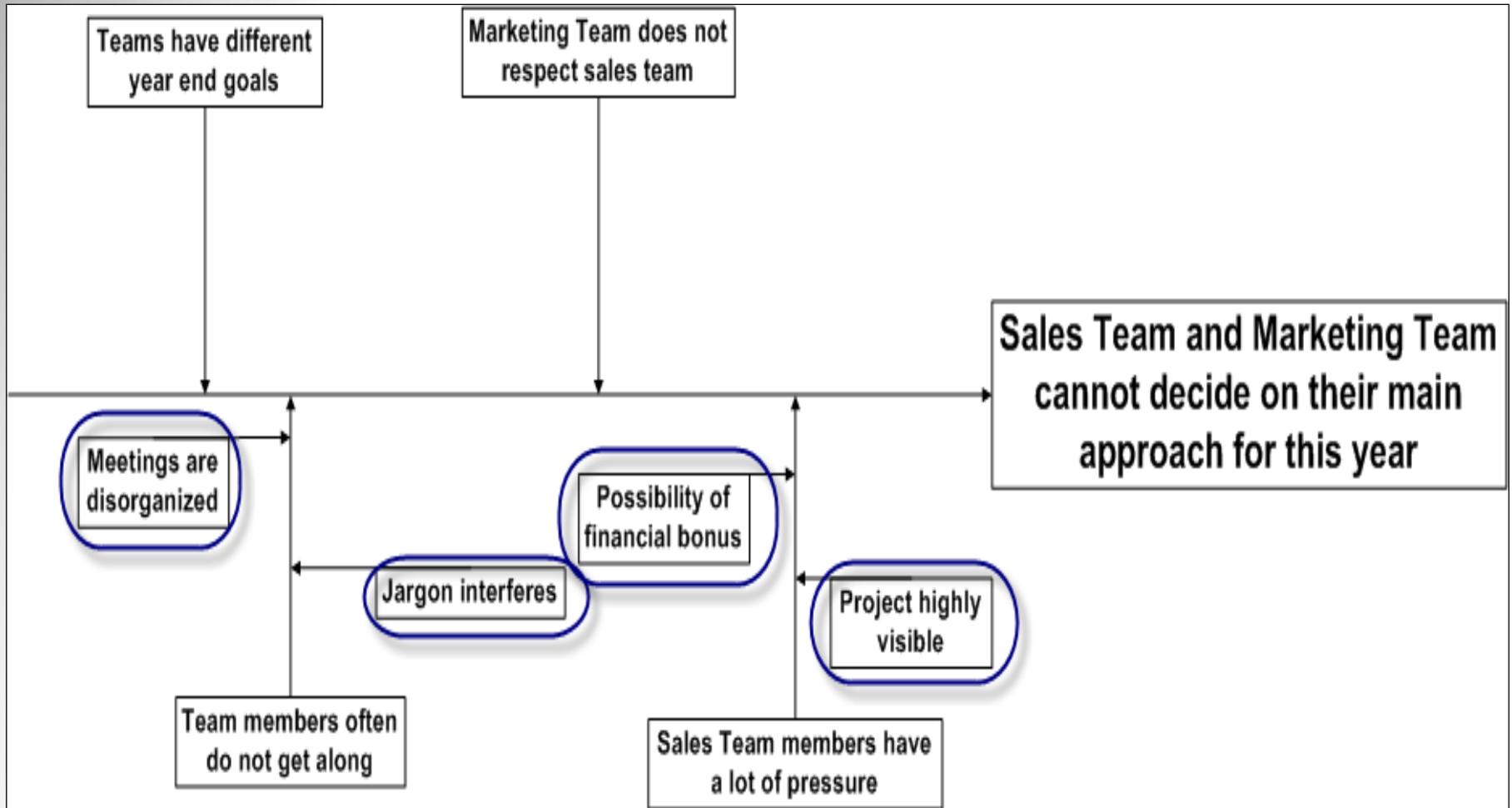


List possible causes



Excellent tool for complicated problems

Creating a Cause and Effect Diagram (II)



The Importance of Forgiveness



Identifying the Benefits of Resolution

What relationships are affected?



Financial cost to the company?



Emotional cost



Who else will be affected?



Module Nine: Building a Solution

Once the possible solutions are laid out, it's time to move on to choosing a solution and laying the groundwork for a resolution.

This module will explore how to create criteria and how to use those criteria to create a shortlist of options, and then to move on to a solution.

*The harder
the conflict,
the more
glorious the
triumph.*

***Thomas
Paine***



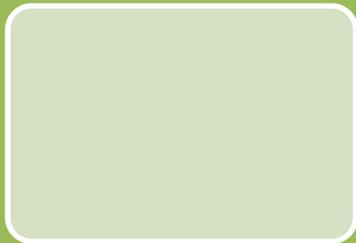
Choosing a Solution



Is it a win-win solution for everyone involved?



Are all needs provided for?



Are all criteria met?

Building a Plan

Complexity
of the plan
should match
the situation

Each party
take
responsibility

Detailed
action plan

Module Ten: The Short Version of the Process

So far, we have explored the six phases of the conflict resolution process in depth.

In this module, we will work through an abridged version of the process that can be used quickly and easily to successfully resolve conflicts.

We will also look at some individual steps that can be used as conflict resolution and prevention tools.

Seek first to understand, then to be understood.

Stephen Covey



Evaluating the Situation



Effective Atmosphere



Mutual Understanding



Focusing on Individual and
Shared Goals

Choosing Your Steps

Root cause?

Larger problem?

Make a short list

Creating an Action Plan

**Do a quick
evaluation**

**Wants and
needs?**

**Backup
plan**

Using Individual Process Steps

Build common ground

Set some ground rules

Focus on you message

Module Eleven: Additional Tools

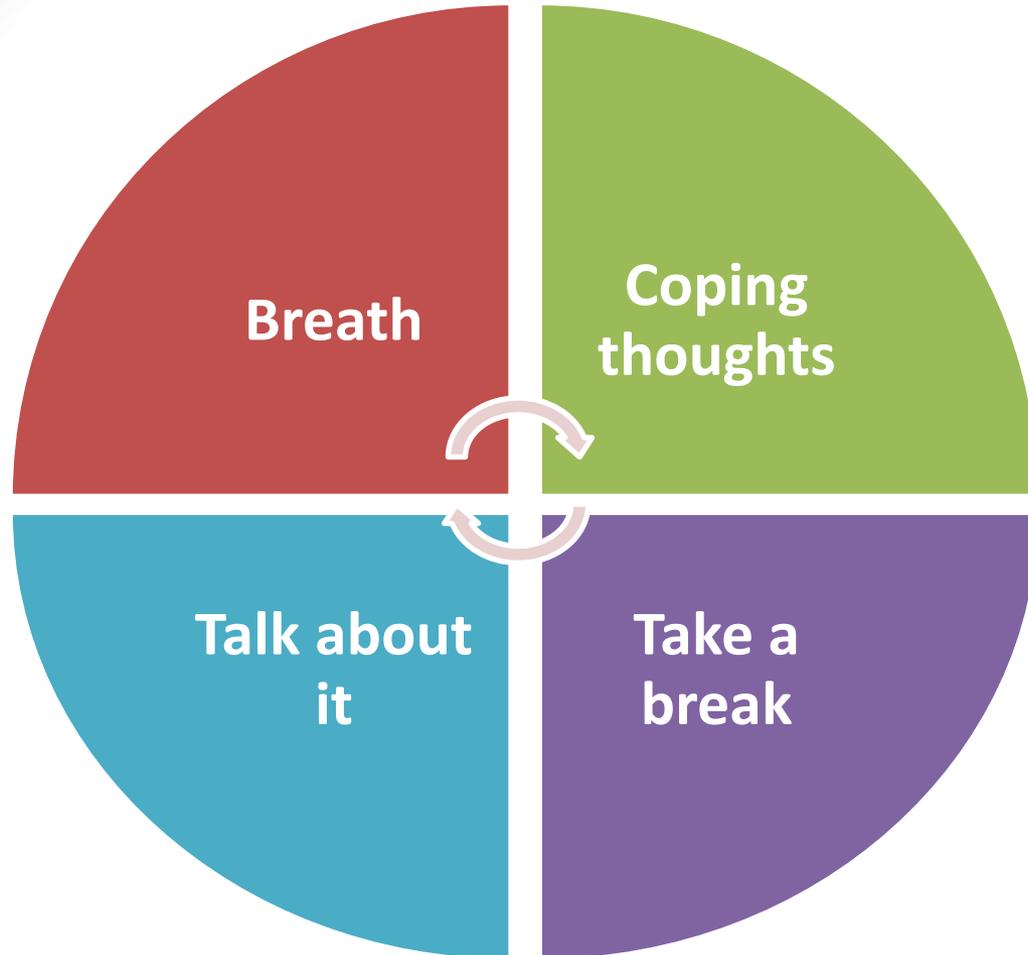
To wrap up this workshop, we would like to share some additional tools that can help you resolve conflicts.

*You can't
shake
hands with
a clenched
fist.*

***Indira
Gandhi***



Stress and Anger Management Techniques



The Agreement Frame

I appreciate, and...

A red rounded rectangular box containing the text "I appreciate, and...".

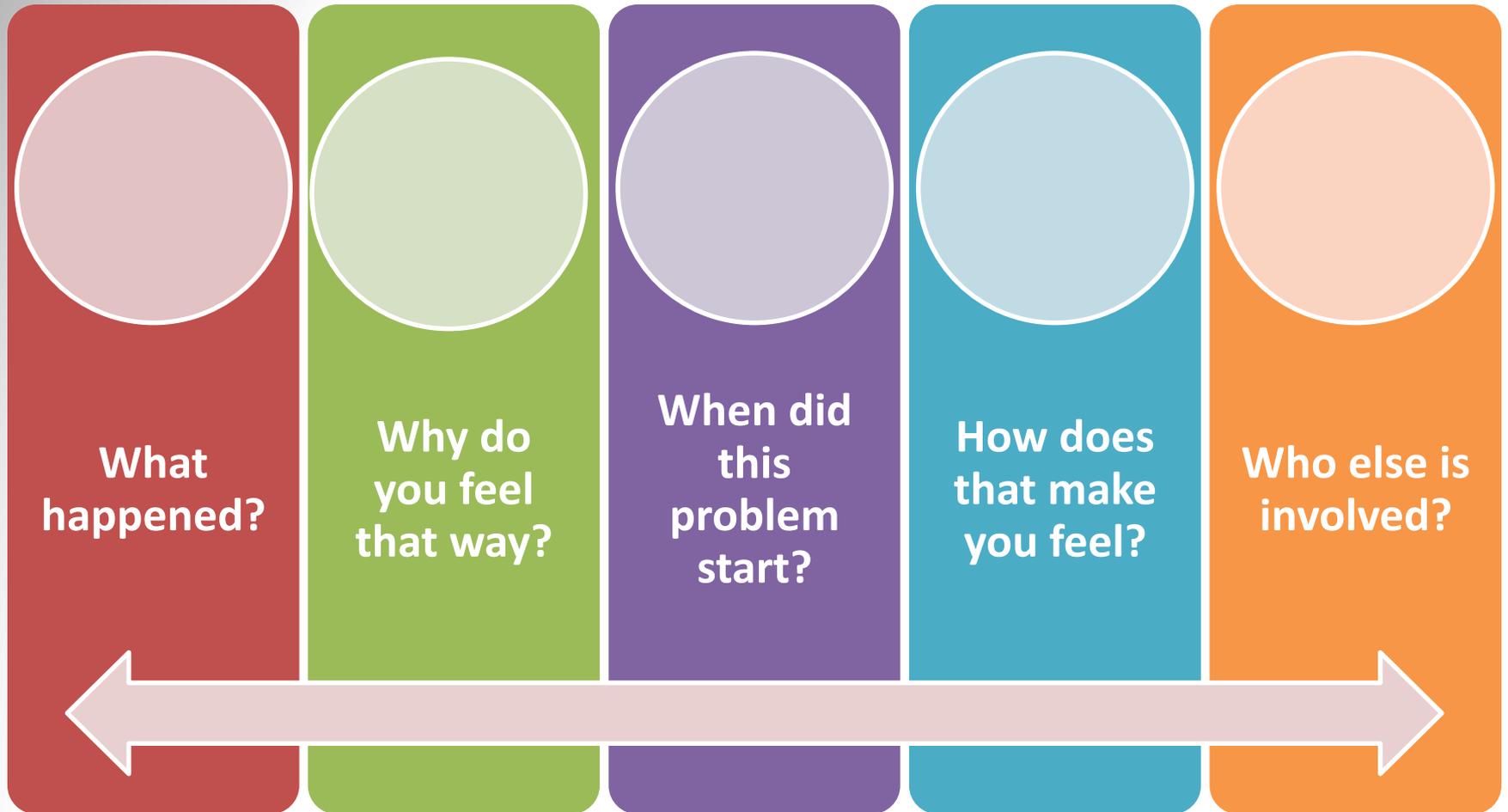
I respect, and...

A green rounded rectangular box containing the text "I respect, and...".

I agree, and...

A purple rounded rectangular box containing the text "I agree, and...".

Asking Open Questions



Module Twelve: Wrapping Up

Although this workshop is coming to a close, we hope that your journey to improve your conflict resolution skills is just beginning.

Please take a moment to review and update your action plan. This will be a key tool to guide your progress in the days, weeks, months, and years to come.

The quality of our lives depends not on whether or not we have conflicts, but on how we respond to them.

Tom Crum



Words from the Wise

**William Ellery
Channing**

- Difficulties are meant to rouse, not discourage. The human spirit is to grow strong by conflict.

**M. Esther
Harding**

- Conflict is the beginning of consciousness.

**Carl W.
Buechner**

- They may forget what you said, but they will never forget how you made them feel.