WORKPLACE
CULTURE
BY DESIGN

# Workplace Conflict Resolution

# WORKPLACE CONFLICT RESOLUTION

This comprehensive six-hour professional development program includes a combination of lecture, interactive discussion, and role place exercises.

## Introduction to Conflict and Conflict Resolution in the Workplace
## Lecture and Discussion

Costs and Benefits of Conflict at Work

The emergence of new strategies of dispute resolution in the workplace

- Incorporating organizational core values into dispute resolution techniques

Discussion regarding "culture" and "justice" and the significance of each in today's workplace

- The impact of organizational culture in which people at all levels feel included, heard, and valued.

Diagnosing Conflict in the Workplace

- Levels and Types of Conflict

Styles of Conflict Resolution

- Recognizing your own style and the styles of others

## Skills and Techniques for Resolving Conflict in the Workplace
## Lecture and Discussion

Introduction to the array of skill sets necessary for successful resolution of conflict

Six steps to successful resolution of conflict in a workplace setting

(During this segment of the program, participants build an immediately executable tool for resolving conflict in their workplace.)

1. Creating an effective atmosphere for resolving conflict

    - Time, space, parties, and location considerations
    - Accounting for individual and cultural differences

2. Creating Mutual Understanding

Agreement on process
Cultural sensitivity
Listening, messaging, and focus

3. Identifying Individual and Mutual Interests

Idea generation: quantity over quality
Creative thinking: What if…?

4. Generating and Evaluating Options

Brainstorming and collaborating on possible options for resolution
Consideration of effort, value, and likelihood of success

5. Building Realistic Solutions

Implementation feasibility and time considerations
Criteria for optimum option selection
Likelihood of leadership, organizational and/or community buy-in

6. Creating an Action Plan

Actions and time-tables
Measurable results
Building in flexibility

**Learning Through Role Play**
**Case Study/Small Group Role Play Exercise**

Using what we've learned to resolve conflict in case studies (these may be customized to allow participants to work on actual issues within their workplace.)
Whole-class exercise: Groups present action plans and compare solutions reached.