



Conflict Management

(1 day Instructor – Led Course)

Course Overview

Successful completion of this course will increase your knowledge and ability to: Understand the two basic types of conflict and reasons they occur. Recognize four typical approaches to conflict. Implement the basic steps of conflict resolution. Practice communication skills to minimize and even prevent conflict. Employ strategies for responding to challenging people such as dealing with an extremely angry person or someone who won't acknowledge the conflict. Handle specific situations including dealing with your boss, client, or another department.

Who Should Attend

This course is recommended for human resources, business leaders, senior executives, managers, supervisors, and front-line workers

Prerequisites

This course is designed for the student who has little or no experience.

What you will receive

Students will receive an official course manual for post class reference and review.

Certification Preparation

This module prepares candidates to sit the Certified Business Professional exam – B-12-201

Course Outline: CBP™ Conflict Management

Chapter One: Understanding Conflict

- Objectives
- Introduction
- Reasons for conflict
- Two types of conflict
- Rational versus emotional orientation
- Detached engagement

Chapter Two: The Basic Steps of Conflict Resolution

- Objectives
- Four typical approaches to conflict
- The ABCD of conflict resolution
- Getting buy-in
- Consensus
- Do it

Chapter Three: Listening Skills

- Objectives
- How to listen effectively
- Obstacles to listening
- Asking questions
- Assess your listening skills
- Listening practice

Chapter Four: Communication Skills That Support Conflict Resolution

- Objectives
- Establish credibility and trust
- Communicating feelings
- Confrontational language
- The escalation process
- Positive language

Chapter Five: Handling Challenging Personalities

- Objectives
- Conflict denial
- Uncooperative person
- Angry hothead
- Confronting when intimidated
- Dealing with defeat
- Challenging personality practice

Chapter Six: Handling Specific Situations

- Objectives
- Dealing with your boss or upper management
- Dealing with a co-worker or peer
- Dealing with team conflict
- Dealing with an employee you supervise
- Dealing with a customer or client
- Case studies