

CONSCIOUS CONFLICT MANAGEMENT

The Need:

Conflict. Just the word has a negative connotation for most people. Putting the word compassionate together with conscious conflict almost seems like an oxymoron. But, there is a need for organizations to recognize that how employees deal with conflict costs them money and competitive advantage. It has been well documented that employees who work together AND who can express their opinions (even when they are dissenting) make for a better, stronger organization.

However, up until this point, the focus has been on conflict resolution (dealing with a conflict after it arises) and sometimes on how to have difficult conversations before they arise. But, as with anything else in personal leadership, the missing component is understanding yourself and others in terms of your default mode of conflict and how to recognize others' default modes of conflict.

The Objective:

The Program helps participants understand how to become proactive and prevent the need for conflict resolution. It will make those difficult conversations easier or perhaps not needed at all.

Program Duration:

2 days (16 hours). Can be customized to 1 day.

Program Content:


- * Discussion and experiential exercise on personal leadership.
- * Understand your default mode of conflict management and why it works for you.
- * Identify what triggers your default mode.
- * Examine patterns and how to work through them.
- * Reflect on how to diffuse patterns.
- * Use Polarity Thinking to leverage the positive power of conflict.
- * Develop an Action Plan for leadership behaviour change.

Program Outcomes (What You Will Gain):

- * Heightened awareness regarding the various default modes of conflict.
- * Learn about your own default mode and that of others.
- * Learn what triggers their default mode and how they diffuse yourself and others.

Who Should Attend:

Any Leader or Manager in an organization. The program can be customized to the participant profile. ★



Efficiency is doing things right;
effectiveness is doing the right things ~ Peter Drucker