MCE

Essentials of
Conflict Management

Essentials of Conflict Management

Develop the key skills you need to manage conflict and keep your team Focused on the real results.

Highlights

- Learn key models to manage conflict in business including:
  - the "Model to Disagree" (to turn conflict into discussions)
  - the P.U.R.R model (for understanding)
  - the 5-step approach (to map conflicts)

Key Competences

- Conflict management
- Gaining trust and support
- Understanding real interests
- Listening for feelings
- Turning disagreements into positive business discussions

The Right Programme for You

You have been faced with conflict in your team, department or organization and you need to develop the right skills to manage it effectively and postively.

Senior Managers

Managers

Learn, Practice and Use

- **Recognize** the underlying causes of conflict in business
- **See** the difference between disagreement and conflict
- **Map** conflict using a five-step approach
- **Identify** ways to develop flexible responses to personal and professional conflicts
- **Turn** disagreements into positive discussions by applying the "Model to Disagree"
- **Know** how trust is lost and regained during disputes
- **Understand** why relationship conflict and content conflict should be handled differently
- **Identify** your own feelings and actions when faced with conflict
- **Share** your knowledge and challenges with your peers and MCE's highly experienced faculty

Practical Information

Face-to-Face

2 days
€2,295

Live Online

4 x 3-hour sessions
€2,295

Available In-Company

The programme is available as an In-Company solution for your teams. More information at **mce.eu/inco**

mce.eu/communication for dates, locations and full programme outline

Programme Modules

1 ### Developing Conflict Awareness
- Recognizing the difference between disagreement and conflict
- Understanding the five levels of a conflict
- Exploring barriers to conflict management and resolution

2 ### Responding to Conflict
- Identifying your own feelings and actions in response to conflict
- Applying the P-U-R-R Model to demonstrate understanding
- Utilising the validating process
- Distinguishing between listening for thoughts and listening for feelings

3 ### The Role of Trust in Minimising Conflict
- Describing the 4 Cs as the cornerstones of building trust
- Knowing how trust is lost and regained, and how transparency validates trust
- Identifying interests behind positions

4 ### Conflict Strategies
- Identifying your preferred strategies for responding to conflict
- Understanding the five conflict strategies
- Exploring appropriate strategies to minimise/manage conflict

5 ### Moving Beyond Conflict
- Knowing why relationship conflict and content conflict should be handled differently
- Turning potential disagreements into discussion by applying the Model to Disagree
- Identifying and practising assertiveness tools and strategies
- Detoxifying emotional statements and devising alternative ways to express the message

6 ### Dealing with Difficult Behavior
- Explaining the difference between difficult people and difficult behaviour
- Understanding how to handle passive behavior
- Developing a strategy for handling passive or aggressive behaviour

7 ### Mapping the Conflict
- Mapping a conflict using a 5-step approach
- Exploring a given conflict from various "viewing points"
- Separating interests from positions in a specific conflict
- Selecting a conflict strategy appropriate to addressing a specific goal
- Implementing a chosen conflict strategy

8 ### Thunderstorms
- Applying skills to address emotionally tense conflicts (called Thunderstorms)
- Using skills to address an intra-group conflict case study
- Planning for future development to effectively respond to conflict

Learn

the key business skills and knowledge you need for your management role today and tomorrow
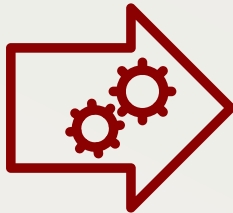
Practice

the skills you learn and get feedback, recommendations and coaching

Use

what you learn and practise as soon as you get back to your office