

LEADERSHIP - LINK

turn teams of experts into expert teams

Manage Conflict: Know How to Respond & Relate

Workshop Overview

What is the definition of conflict and what are the positive and negative outcomes of conflict in the workplace? Where does the disagreement come from, in general? Where does it come from in your team?

In this workshop we will use the classic, Thomas-Kilmann Conflict type instrument to explore the different conflict management styles, the dominant style for each participant, and how to use the knowledge of the conflict type to be more effective in teams.

We will work through conflict case studies, use a tool to select the most appropriate conflict approach, and apply the model to a real conflict in the workplace.

Objectives

- Use the Thomas-Kilmann model to understand conflict styles
- Differentiate between constructive and destructive conflict
- Know when to intervene when conflict gets destructive
- Use interaction skills to address derailed conversations or destructive conflict

Surround Strategy

To ensure the workshop has lasting impact on job performance, we have designed our signature surround strategy as follows:

Pre-Work

- In order to make the most of our workshop time, we ask each participant to complete pre-work. The **Thomas-Kilmann** assessment must be completed online prior to the workshop, this is a critical piece. Participants will receive an email invitation with the link and access code.

In Class

- The workshop is very interactive, with practice activities for each section and skill. Personal Aha Moment and Commitment cards will be used throughout the workshop, and a final Commitment to Action Plan will be created at the end of class.

Post Workshop

- Each participant will have made action commitments to identify at least one behavior he or she will attempt to improve. Each participant will be encouraged to meet with his or her direct manager and share the Commitment to Action Plan.

Meet our Team and Schedule a Workshop

Click [here](#) to read bios of our team members!

Click [here](#) to contact us for more information or to schedule a customized workshop.

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