

Conflict comes about from differences - in needs, values and motivations. Sometimes through these differences we complement each other, but sometimes we will conflict. Conflict is not a problem in itself - it is what we do with it that counts.

It is important that we do something because whether we like it or not, conflicts demand our energy. In fact, an unresolved conflict can call on tremendous amounts of our attention. We all know how exhausting an unresolved conflict can be. It is not always easy to fix the problem but a great energy boost can come when we do. Resolving conflict requires skills.

### **What are Conflict Resolution Skills?**

They are the skills that enable us to bypass personal differences and to open up to possibilities. The skills of CR draw us closer to other people, as we jointly search for fair solutions and balanced needs. It involves a powerful shift from adversaries to co-operative partners. In this shift each person benefits.

For the organizational manager, skilful conflict-handling is an important managerial tool. Conflict can be seen as an opportunity for learning more about the company - its bottlenecks and inefficiencies, as well as its areas of expertise. The learning potential of conflict often goes unrecognized when staff and management react with "fight" or "flight". "Flow", the third way, requires Conflict Resolution skills.

### **Objectives**

After your training program, the trainees should be able to:

- Describe how perceived threats play a part in conflict.
- Conduct a meeting with employees in conflict.
- Describe how to turn employee vs. employee into employees vs. problem.
- Coach employees to prevent future conflict.
- Recognize the symptoms of conflict.

### **Audience**

Conflicts between employees can drain productivity of the entire department. The faster a supervisor can recognize the symptoms of conflict, address the conflict, and get the employees working together to resolve the conflict the faster the department can get back to producing.

### **Requirements**

There is no regulatory requirement for employers to provide training in conflict resolution. However, by recognizing and addressing conflict quickly, supervisors can keep everyday conflicts from turning into harassment, discrimination, or workplace violence issues.

