

# Handling Conflict, Decision Making & Authorization

## Encouraging Positive Workplace Conduct

### Introduction

The essential competencies needed by every successful manager or leader are the capacity to resolve conflicts, make the right choices, and guarantee that others are given the freedom to execute to the best of their abilities. According to an AMA study conducted by Thomas & Schmidt, managers spend 18–26% of their time resolving disagreements, which can result from making poor decisions and not giving employees enough authority. That can add up to 10 hours of precious time per week! Overall success will be ensured if you can make wise judgments, enable your staff to do the appropriate task, and cultivate the proper positive culture.

This Course N Carry training session has been especially created to assist managers and leaders in managing and minimizing negative conflict; making wise decisions that will support others in realizing their full potential. The training includes the latest research on Emotional Intelligence (EI), neuroscience, psychology, personality research and cutting-edge communication and persuading strategies.

### The main points of this Course N Carry training lecture are:

- Natural personality preferences of both you and other people for feeling, speaking, and acting in ways that might lead to conflict and help resolve it
- Effective dispute resolution techniques that may be applied in every kind of conflict
- Extremely successful verbal and strategic methods to help your team make decisions
- Utilise the fundamental abilities needed to make great judgments to change individuals from negative to positive mentality
- Learn how to empower others so they can increase performance and personal potential

### Objectives

**recognize the conflict personality profiles of yourself and others, as well as their favoured methods of handling conflict.**

- Handle challenging individuals and circumstances using a wide variety of effective strategies.
- Make use of effective psychological and practical decision-making strategies.
- Use sensible decision-making strategies to guarantee successful and ideal results.
- Learn and master the art of empowerment to boost productivity and individual potential.

### Training Methodology

A variety of learning strategies will be used in this very dynamic and captivating Course N Carry training event, such as immersive group activities, individual exercises, mini-case studies, role plays, and debates. To introduce underlying models, engaging explanations and graphic elements will be employed. You will get insight into how the personalities of both you and others may contribute to the emergence or resolution of disputes via the use of a personal psychometric profile. Furthermore, the Thomas Kilmann Conflict Mode profile will indicate a person's default approach to managing conflicts and how to deal with it.

## Organizational impacts

**Your company will gain by attending this Course N Carry training conference and putting the lessons to use in the following ways:**

- Fostering an environment of transparency, honesty, and assurance
- Improved communication, increased teamwork, and voluntary effort
- Improved capacity of staff members to handle challenges on their own, preventing protracted interruptions
- Decreased strain and stress at work, which boosts morale
- Constructive settlement of disputes and problems
- Increased productivity within the company

## Personal Impact

**This Course N Carry training session will support you as a manager, supervisor, or leader by assisting you in:**

- Early on, identify the warning indicators of conflict
- Deal with the problems as soon as possible and efficiently.
- Enhance the department's or team's total output.
- Concentrate on more crucial operational and strategic issues.
- Acquire the skill set required for more senior positions.
- Obtain credibility with upper management and other stakeholders.

## Who should attend?

This Course N Carry training course is applicable to a wide range of professions that need to manage conflict situations as well as enhance their decision making and enabling others to achieve success, including:

- Senior Managers
- Supervisors
- Team and supervisory leaders
- Personnel in HR and L&D

# Course Outline

## Day 1

### Strategies for Conflict and Individual Conflict

- Identifying Conflict's Types, Nature, and Causes
- Competition vs. Conflict: When One Takes the Lead
- Advantages and Disadvantages of Workplace Conflict
- The Influence of Emotional Intelligence in Differenc
- Evaluating Your Default Mode for Conflict Management
- Making Use of the Circles of Influence and Concern
- Key Motivations or Drivers of Individuals and Group

## Day 2

### Superior Social Skills for Handling Conflicts

- The Secret to Effective Communication
- Assessing Personality Preferences: Interacting with Diverse Personas
- Asking Effective Questions to Get the Information You Need
- Effective Listening Techniques to Acknowledge Others' Needs
- Developing Relationships and Using the Circle of Trust Method Transaction Analysis: The Influence of Inquiries
- Developing Your Talent for Nonverbal Communication Signals

## Day 3

### Process of Making Decisions via Positive Influence

- Psychological Perspectives on
- Why and How Humans Make Choices
- Models and Methods for Making Decisions
- Collective Decision-Making: Maximizing the Best Outcomes
- Master the Art of Positive Influence for Optimum Decision-making
- Rephrasing and Reframing Problems to Encourage Beneficial Results

## Day 4

## **Developing Empowerment to Boost Output**

- Using the Crucial Elements for Empowerment
- Determining How Performance Management Is Seen
- Utilising Motivation and Job Enrichment Factors for Increased Performance
- From Competent to Superb, "Power" Empowerment Methods
- Mentoring Others to Achieve Excellence
- Analysis and Role-playing for Empowerment

## **Day 5**

### **Creating a Culture of Empowerment for Success**

- Recognizing the Essential Elements of a Successful Organizational Culture
- Organizational Cultures: "Toxic" and High vs. Low Trust
- Developing Suitable Organizational Principles and Practices
- Making Your Company an Enticing Place to Work
- Synopsis and Upcoming Action