

# Handling Conflicts & Problematic Situations

The Comprehensive Guide in Handling People's Behavior Efficiently.

## Introduction

One of the most misinterpreted, time-consuming, and inadequately executed leadership roles is the handling of disagreements and issues. The majority of managers, supervisors, and leaders see "conflict" negatively. But when handled skilfully and in high-trust environments, conflict may be a potent source of long-term competitive advantage.

Building high-trust organizational cultures, controlling and reducing negative conflict, and proactively handling difficult situations with highly effective techniques are all goals of this Conflict Management training course, Handling Conflicts & Problematic Situations, which is intended for leaders and managers. The training program includes the most recent findings in the fields of neuroscience, psychology, personality research, Emotional Intelligence (EI), and cutting-edge methods of influence and communication.

### **This training session on Course N Carry will emphasize:**

- Your innate personality preferences for thinking, feeling, speaking and behaving that may spark conflict – or assist to manage it
- The default conflict-management tactics individuals adopt – both useful and bad
- The nature, kinds and causes of conflict and difficulties – inter-personal and strategic
- Highly successful verbal and strategic approaches to conflict and challenges at the individual and organizational levels
- How to organize your interactions, meetings, and presentations to foster constructive discourse and lessen unfavourable confrontation

## Objectives

### **The purpose of this training program is to assist you in:**

- Determine the typical forms and origins of conflict at work.
- Respect the personality types and preferred conflict resolution strategies of both yourself and others.
- Recognize the common emotional triggers and conflict-related reactions.
- Distinguish between passive, aggressive, and assertive behaviours.
- Handle challenging individuals and circumstances using a wide variety of effective strategies.

## Training Methodology

A variety of learning strategies will be used in this highly interactive and captivating Conflict Management training course, such as targeted films, individual exercises, mini-case studies, role plays, and immersive group activities. The exchange of diverse experiences and the exploration of new, perhaps difficult, practical skills are essential components of learning. You may get insight into how the personalities of both yourself and others might contribute to the emergence or resolution of disputes by completing a Personality / Social Styles profile. Furthermore, a Thomas Kilmann Conflict Mode type study will identify your innate conflict-resolution style and provide strategies for making the most of this self-awareness.

## Organizational impacts

**By taking this training session and utilizing the insights, your firm will profit from:**

- 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 dispute and challenge resolution
- Increased productivity within the company

## Personal Impact

**Managers spend 18–26% of their time resolving disagreements, according to an AMA survey by Thomas & Schmidt. That can add up to 10 hours of your valuable time per week! Upon completion of this training program, you will be able to:**

- 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.
- Acquire credibility with upper management

## Who should attend?

**A wide spectrum of ambitious professionals can profit from this Course N Carry training course, but the following will be especially beneficial:**

- Managers and Group Heads

- Supervisors and leaders who must take charge of and manage challenging circumstances or disagreements that could impair relationships, performance, or both
- Junior/Middle Managers that have recently started in their position or have experience but not much prior training

## Course Outline

### Day 1

#### Recognizing Conflict and Challenging Circumstances

- Identifying Conflict's Types, Nature, and Causes
- Competition vs. Conflict: When one surpasses the other
- Advantages and Disadvantages of Workplace Conflict
- The Influence of Emotional Intelligence in Difference
- Default Mode for managing conflicts
- Making Use of the Circles of Influence and Concern
- Important drives or motivations for both individuals and groups

### Day 2

#### Superior Social Skills for Handling Conflicts

- The Secret to Effective Communication
- Developing Relationships and Using the Circle of Trust Method
- Assessing Personality Preferences: Interacting with Diverse Personas
- Developing Active Listening Techniques to Acknowledge Needs of Others
- Asking Effective Questions to Get the Information You Need
- Transactional Analysis: The Counselling Power of Questions
- Developing Your Talent for Nonverbal Communication Signals
- Rephrasing and Reframing Problems to Encourage Beneficial Results

### Day 3

#### Developing Your Persuasion, Influence, and Negotiation Skills

- Psychological Perspectives on Individuals' Attitudes and Behaviors
- Filters and How Our Views of Others Can Be Affected by Our Perceptions

- Identifying Individual Goals and Objectives

- How to Be Assertive: Strategies and Aptitudes
- "Positions," "Interests," and Prime Negotiation Gambits in Negotiation
- Persuasion Strategies Using Cialdini's Six Steps
- Utilizing the Four Steps of Persuasion to Create Synergy
- The Key Strategy Factors to Master the Art of Influence

## Day 4

### Procedures and Techniques for Managing Tough or Tough Talks

- The Main Kinds of Tough or Challenging Conversations at Work
- The Craft of Persuasion with Honesty and Inner Strength
- Using Crucial Individual Techniques: GLASS, But Assume, Feel, Felt Discovered
- How to Arrange "Crucial Conversations" to Get the Best Outcomes
- Applying Coaching Methods in Conflict: Need and Problem
- Identifying and Managing Ineffective Conflict Resolution Techniques
- Handling Vibrant Feelings Like Anger and Frustration
- Strategies for Defection Techniques

## Day 5

### Handling Culture and Conflict in Organizations

- Recognizing the Essential Components of the Culture of Your Company
- Organizational Cultures: "Toxic" and High vs. Low Trust
- Developing Suitable Organizational Principles and Practices
- Applying Alternative Conflict Resolution (ADR) Techniques
- Handling Conflicts: A Mutually Beneficial Boost for Your Company
- Making Your Company an Enticing Place to Work
- Synopsis and Future Measures