

Navigating Conflict



Is your team being held back by **unresolved/mishandled** conflict?
Are your people not creating results because they are **avoiding** conflicts?
Are employees saying “that person is **impossible to deal with**”?

Based on our book *Perfect Phrases for Conflict Resolution* (McGraw-Hill), this highly interactive workshop provides a framework to re-think conflict. Additionally, phrases and techniques are reviewed to help you find the right words when conflict arrives. Topics covered include:

- The Traits of an Effective Conflict Navigator
- Understanding the 3 Steps that Lead to All Conflict
- The 4 Phases of Successful Conflict Resolution
- The 5 Steps to Start a Difficult Discussion
- The SMF Approach to Rethinking Conflict
- Using the 3 Elements of an Assertive Statement
- 2 Keys to Selling Your Ideas to Others
- 10 Strategies to Handle Emotions: Yours and Theirs
- 3 Steps to Airing Emotions
- The 1 word to not use during conflict
- How to Break Through the Wall of Defensiveness
- Choosing the Best of 4 Conflict Strategies for your Situation
- 3 Methods to Defuse upset People
- Strategies for Handling Conflict with 4 Difficult Personalities



Modules:

Introduction

- Activity: The Ideal Conflict Navigator
- The 3 Steps that Lead to All Conflict
- Activity: What were they thinking?
- Just F 'em: 4 Strategies for Handling Conflict



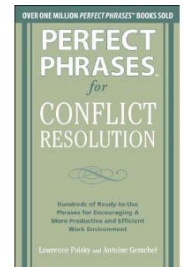
Fighting Fairly

- Activity: The Assertiveness Continuum
- 3 Elements of an Assertive Statement
- Activity: One Minute to Win it
- Activity: Hello, Let's Talk
- Information, Emotion, Action
- Don't do This: Scene from *Anger Management*
- Activity: Strategies to Reduce Emotion
- The SMF Approach to Rethinking Conflict
- Activity: My Story



Facing Difficult Issues

- Win/Win/Win: Scene from *The Office*
- The 4 Phases of Successful Conflict Resolution
- The 5 Steps to Start a Difficult Discussion
- Movies vs. Reality: Scene from *Jerry McGuire*
- Activity: What would you say?
- How to TUNE In to what they are saying
- Activity: I have this problem...
- Activity: Best Excuses for Avoiding Conflict
- Choosing the Best Conflict Strategy



Difficult People in Conflict

- Activity: Best Intentions
- Activity: Defensiveness Wall
- 3 Approaches to Defusing Upset People
- Activity: Handling Attacks
- The Steamroller, The Attacker, The Emotional Land Mine and The People Pleaser
- Activity: In the Trenches with Difficult People



Optional: Stress Management

- Healthy vs. Unhealthy Stress
- Activity: Forces of Pressure
- Using the BREATHE method to reduce Stress
- Activity: Thinking Clearly
- Activity: Guided Relaxation

