

# Conflict Management

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After a quick, but powerful, activity, conflict will be defined along with its causes, outcomes, and choices. A conflict video will introduce participants to the *Thomas Kilmann Conflict Mode*, which will result in a more detailed review and quiz. After discussing some conflict scenarios, participants will be shown the steps to resolving conflict through a game-type activity. Emotional behavior and its impact will be “played” out and the steps used to deal with emotional behavior will be shared. Participants will create an action plan detailing how they will apply the skills and will be given some tools to assist in this process.

## Objectives

- ★ Learn what conflict is.
- ★ Recognize the “cues” and “signals” that indicate conflict between employees is affecting performance.
- ★ Better understand the employee’s role in conflict situations.
- ★ Acquire and practice the skills necessary to effectively solve conflict situations and deal with emotional behavior.

## Training Time

8:00 AM - 4:20 PM

## Attendees

All employees, especially those who have to deal with conflict and/or emotional behavior

## Recommended class size

6 - 30 participants

## Recommendations

None

## Requirements

- ★ *Dealing with Conflict* video or DVD
  - ★ *Thomas-Kilmann Conflict Mode Instrument*
- Contact CRM Learning at [www.crmlearning.com](http://www.crmlearning.com) or 800-421-0833.

## Investment

\$10,000. In other words, if you have 150 participants, it would cost \$67 per participant. You can do your own calculations to determine the actual price per participant for your needs: 250 participants = \$40 each; 500 participants = \$20 each.

This investment includes the Instructor/Facilitator Guide and Participant Guide. It may also include handouts, case studies, job aids, PowerPoints, wallet cards, and scenarios. The documents may be provided in Word and/or PowerPoint so that you may customize them to meet your needs.

Unlike other companies, you do NOT need to take certification classes before you can purchase and use the material. We can help you train your trainers, but that is not a requirement for purchase. Once you purchase the material, it is yours to use as you wish throughout your organization, as many times as needed, by as many trainers as necessary.

Would you like a sample of a complete Module? Check out our [Business Ethics Module](#).

## Session 1 (80 minutes)

- Welcome
- Resistance Introduction
- Definition of Conflict

Break

## Session 2 (90 minutes)

- Causes and Outcomes of Conflict
- Choices
- Conflict Video
- Thomas Kilmann Conflict Mode

Break

## Session 3 (30 minutes)

- Conflict Quiz
- Conflict Scenarios

Lunch

## Session 4 (85 minutes)

- Steps for Resolving Conflict
- Conflict Between Others
- Conflict Tips

Break

## Session 5 (65 minutes)

- Dealing with Emotional Behavior

Break

## Session 6 (30 minutes)

- Conflict Management Preparation Application
- Conflict Tools
- Wrap Up