

 **Conflict Management Workshop**

"Conflict is an opportunity for growth and self discovery"-Marcus Aurelius



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Conflict Management Workshop

Duration: 1 Day

No of Participants: 25-30 Pax

Timing: 9:30 A.M- 5:30 P.M

Target Audience

* Individual Contributors
* Supervisors
* Early Team Managers
* Employees of any department
* Cross Functional Teams

Workshop Objectives

* Understanding conflict management
* Workplace Conflicts
* Conflict Resolution styles- Thomas Killman Model
* Conflict Resolution process
* Developing Assertiveness
* Emotional Intelligence



Workshop Outline

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| **Sr. No.** | **Time** | **Topic** |
| 1 | 9:30- 10:15 AM | **What’s In It for Me*** Workshop Intro & Agenda
* Ground Rules
* Icebreaker
* Facilitator Intro
* Participant Intro & Expectations
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| 2 | 10:15- 10:30 AM | **Pre-Training Assessment** |
| 3 | 10:30- 11:15 AM | **Understanding Conflict*** What is a conflict
* Understanding conflict Management
* Impact of Conflicts on Individuals & Teams
* Myths related to conflicts
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| 4 | 11:15 -11:30 AM | **First Tea Break** |
| 5 | 11:30 -12:00 PM | **Workplace Conflicts*** Types of Workplace conflicts
* Different People have different personalities
* Know your personality style- Johari window
* Identify the Blind spots
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| 6 | 12:00 - 01:00 PM | **Conflict Resolution styles- Thomas Killman Model*** Collaborating
* Competing
* Compromising
* Accommodating
* Avoiding
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| 8 | 1:00 – 1:45 PM | **Lunch Break** |
| 7 | 1:45 – 2:30 PM | **Conflict Resolution process*** Clarify the source of problem
* Separate the People from problem
* Establish a common goal
* Apply the conflict management Style
* Develop agreement
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| 9 | 2:30 – 3:30 PM | **Developing Assertiveness*** Understanding Assertiveness
* Dealing with Aggressive and Passive personalities
* Effective Techniques for Handling Objections
* Art of Saying No
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| 10 | 3:30 – 4:00 PM | **Emotional Intelligence*** Understanding emotional Triggers
* Keeping yourself Cool
* Developing Empathy
* Tone & Pitch
* Asking yourself Empowering Questions
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| 11 | 4:00 – 4:15 PM | **Second Tea Break** |
| 13 | 4:15 - 4:30 PM | **Recap** |
| 14 | 4:30- 4:45 PM | **Post Training Assessment** |
| 15 | 4:45- 5:30 PM | **Closing*** Feedback forms
* Q&A (If any)
* Closing Video (If any)
* Group Photo
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\*This Workshop outline is based on the industry best practices and will be customised after discussion with the client. \*