

**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 |
| 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 |
| 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 |
| 6 | 12:00 - 01:00 PM | **Conflict Resolution styles- Thomas Killman Model**   * Collaborating * Competing * Compromising * Accommodating * Avoiding |
| 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 |
| 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 |
| 10 | 3:30 – 4:00 PM | **Emotional Intelligence**   * Understanding emotional Triggers * Keeping yourself Cool * Developing Empathy * Tone & Pitch * Asking yourself Empowering Questions |
| 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 |

\*This Workshop outline is based on the industry best practices and will be customised after discussion with the client. \*