

# RWK Enterprises LLC

## Conflict Resolution Workshops

Most people would say they would like less conflict in their lives, including at work. But, as long as two or more people interact, conflict can be right around the corner. It is an integral part of interactions between and among living things. Conflict is necessary and healthy, as well as potentially destructive. A popular coping mechanism is to ignore the conflict or smooth over the current situation, instead of dealing with the source of the conflict in a mature way. Unfortunately, most of us weren't taught (by example or instruction) how to effectively deal with conflict. A conflict resolving environment at work (and at home) helps employees spend their emotional energy on loyalty enhancing behaviors, like building a world-class company culture and taking the best care of your customers. It is recommended that participants are indoctrinated to the [Myers-Briggs Type Indicator](#).

This workshop covers the **Nature of Conflict, How Conflict Develops, Our Role in Conflict, Results of Unresolved Conflict, Conflict Management Styles, and Creating a Conflict Resolving Environment**. Participants are encouraged to interact throughout the workshop through group discussions and exercises designed to ensure relevance and reinforce learning.

The **Nature of Conflict** is an overview of what is conflict and why it is necessary. How conflict feels, reactions to conflict and the solution to effectively managing conflict are discussed.

The sections dealing with **How Conflict Develops** probes into the causes and components of conflict. The stages of conflict are discussed in detail; latent, perceived, felt and manifest. An exercise is included to illuminate the potential routes an individual may take when faced with a conflict. The emphasis here is reinforcing that each person in any potential conflict situation has a choice as to which route to take in dealing with that conflict.

The groundwork is now laid to address **Our Role in Conflict**. Here, participants deal with specific behaviors--minimization, blame, unloading, low blows, manipulation, and force--that encourage conflict.

One of the best motivators to force us to deal with conflict appropriately from the beginning is learning about the **Results of Unresolved Conflict**. The pain and expense of unresolved conflict is huge. Everyday, we are learning more about the mind and body link, and how unresolved conflict can ravage our health. Strained and broken interpersonal relationships can usually trace the problem to some negative issue that was never effectively resolved. There is a high cost to companies associated with unresolved conflict. It often shows us in health care expenses, absenteeism and turnover, and lost loyalty.

Everyone benefits from understanding **Conflict Management Styles** knowing their natural approach. Each participant completes an instrument that illustrates their own behaviors and approaches to conflict. The styles of avoidance, accommodation, domination, negotiation and collaboration are reviewed. The most effective style, collaboration is discussed in depth.

**Creating a Conflict Resolving Environment** is the goal of every company. In this section, participants learn about and discuss the five keys necessary to make it happen. Participants are encouraged to rate themselves in how well they use the keys of openness, empathy, supportiveness, positiveness and equality.