

Dr. Conflict's Master Class

Course Overview:

This master class is designed for leaders who experience the always-vexing, ever-present conflict that's especially prevalent in innovative organizations. The course introduces, practices, and polishes Dr. Conflict's five secrets of conflict management and three major conflict resolving methods. These tools give leaders a workbench of easy-to-use and powerful methods for putting conflict in its place.

Course Objectives:

- Understand the costs and benefits of conflict in organizations.
- Learn evaluative, facilitative, and transformative conflict resolution methods.
- Acquire competency in Dr. Conflict's five secrets to managing conflict.

Key Components:

Session 1 – 3 hours

- The basics including the definition of conflict, root causes (incompatible goals, scarce resources, and interference from others), and costs and benefits of conflict.
- The conflict continuum that ranges from faster to slower, directive to participative, and low party control to high party control.
- The roles played: first party (initiator), second party (recipient), third party (mediator).
- The three primary ways that leaders can resolve conflict: evaluative that assesses the positions of the parties and then advises solutions; facilitative that works with the parties to find solutions, and transformative that coaches the parties do what they think is best.
- Secret 1 – Hold Your Horses, which teaches participants how to keep a lid on their own responses when they are the second party.
- Resolving conflicts with the evaluative approach and includes a practice case study with participants in groups of three (two play roles of disputants and one as mediator).

Session 2 – 3 hours

- Secret 2 – Drive Your BMW, which prepares participants for engaging in conflicts as the first party and includes the 2-speed BMW method for quick negotiations.
- Secret 3 – PREP Your IPODS, which teaches participants how to resolve conflicts using the facilitative approach and includes a practice case study.

Session 3 – 3 hours

- Secret 4 – Play Your X-Box, which instructs participants on the five conflict handling styles (compete, avoid, accommodate, compromise, and collaborate), when and how to use them.
- Secret 5 – Take it to the ER, which teaches participants how to use empowerment and recognition to resolve conflicts using the long-lasting transformative approach and includes the final practice case study.



FIRST LIGHT[®]
Group LLC

Putting Your Future

Within Reach[®]

937.299.4100

voice

mark@firstlightgroup.com

email

firstlightgroup.com

www