

AGREEMENT

Managing Differences



SYNOPSIS

The program aims to help participants function as effective conflict managers through the learning of the types & levels of disputes & conflict styles and the practice of communication and conflict management skills. The goal is to create a dispute management team.

OBJECTIVES OF PROGRAM

- Understand nature of and the different levels in conflict
- Appreciate the use of appropriate conflict management styles in different situations
- Enhance skills to improve dispute management
- Provide a framework for managing organizational conflicts
- Improve listening skills in managing conflicts
- Learn how to work through underlying interests

METHODOLOGY

The workshop combines lectures, role-plays, group discussions, videos, case studies and group projects. A major part of the workshop is very interactive to create greater self-awareness plus learning experience from peer group members.

DAY 1

Session One Nature, Types & Causes of Conflict

- Data, Value, Relational, Structural & Interests
- Activity: Team Word
- Activity: Girl & Sailor

Session Two Levels of Conflict

- Problem, Disagreement, Contest, Fight/Flight, Intractable Differences
- Role-play: Human Knots

Session Three Managing Destructive Fight Styles

- Thomas Kilman Conflict Styles
- Destructive Fight Styles
- Managing Negative Emotions
- Video: Gung Ho

Session Four Determining Position vs Interest

- Working through interests
- Activity: Dr Brain vs Dr Bright
- Case study in workplace

DAY 2

Session Five Skills In Conflict Management

- Clarifying, Positive Voices, Paraphrasing, Summarizing
- Activity: Origami Blind
- Debate: "Women makes better manager"

Session Six Meta Conflict Management Framework

- Meta 5As Principle
- Acknowledge, Accept, Accommodate, Affirm & Appreciate
- Activity: Affirmation Bomb

Session Seven Conflict Interventions In Organization

- Types of Conflict Interventions
- Framework for Organization Conflicts
- Activity: Negotiate, Mediate, or Arbitrate ?

Session Eight Transforming Conflicts

- Activity: Traffic Jam
- Personal Action Plan
- Evaluation