

RECOVER

Conflict Management and Recovery Program



SYNOPSIS

Conflicts are common at workplaces and inevitable, arising from individual differences. This program aims to help managers function effectively by equipping them to understand and deal appropriately with conflicts at the workplace. This involves learning about types & levels of conflicts and the practice of good listening, conflict management and conflict recovery skills. The goal is to enhance managers' confidence & skills in dealing with conflict and not allow conflict to adversely affect productivity and engagement at work.

BENEFITS TO PARTICIPANTS

- Understand the types and levels of conflict
- Acquire appropriate conflict management styles for different situations
- Appreciate Meta's 5A framework to manage differences
- Acquire key listening skills in managing conflicts
- Learn how to work through underlying interests
- Learn techniques to recover from conflict

METHODOLOGY

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

PROGRAM OUTLINE

DAY 1

Session One Nature, Types & Causes of Conflict

- Data, Value, Relational, Structural & Interest-based
- Activity: Girl & Sailor

Session Two Biases & Levels of Conflict

- Understanding Perception & Types of Biases
- Levels of Conflict: Problem, Disagreement, Contest, Fight/Flight, Intractable Differences

Session Three Keys In Conflict Management

- Clarifying, Paraphrasing, Summarizing & Positive Voices
- Activity: Origami Blind & Debate

Session Four Meta Conflict Management Framework

- Meta's 5A Principle:
- Acknowledge, Accept, Accommodate, Affirm & Applaud
- Activity: Affirmation Bomb

DAY 2

Session Five Position vs Interest

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

Session Six Peace Making Toolbox

- Destructive vs Constructive Fight styles
- Conflict resolution system in your organization

Session Seven Recovery from Conflict

- Self-recovery
- Relational-recovery
- Organizational-recovery

Session Eight Transforming Conflicts

- Activity: Traffic Jam
- Personal Action Plan
- Evaluation