

# Handling Conflict

## Training Outline

### Module 1: Introduction to Conflict in the Workplace

- Nature of Conflict
- Common Sources of Conflict
- Workplace Emergencies

### Module 2: Preventing Workplace Conflict

- Recognizing Potential Conflict Situations
- The Value of Early Intervention
- Planning to Avoid Predictable Conflict Situations

### Module 3: Evaluating Conflict Situations

- Gathering Information
- Identifying Parties to a Conflict
- Making the Decision to Act

### Module 4: Facilitating Conflict Resolution

- Active Listening
- Basic Facilitation Techniques
- Handling Confrontation

### Module 5: Conflict Resolution Strategies

- Basic Styles of Conflict Resolution
- A Basic Conflict Resolution Method
- Managing the Emotional Component

### Module 6: Using Outside Resources

- Role of Human Resources and Management
- When to Get Help
- Following Up

## Description

Process plants perform best with a positive, team-oriented atmosphere, but the nature of the work and the pressure to perform create an environment where a certain amount of conflict is inevitable. Effective leadership demands the ability to recognize conflict or the potential for conflict, prevent it when possible, and manage it effectively when it can't be avoided.

This workshop introduces the critical skills necessary to handle workplace conflict, whatever the source. It provides participants with an understanding of common sources of conflict in a plant environment, a practical method for conflict resolution, and tips for handling difficult cases, as well as developing the essential ability to manage the emotional content of conflict situations.

## Objectives

- Develop an understanding of typical sources of conflict and how to act to avoid or mitigate them when possible
- Provide skills necessary to assess conflict situations in the plant and apply a practical method for conflict resolution, including when to get help
- Verify mastery of critical skills, and provide coaching points to support their successful use

## Methods

Methods used to achieve objectives are:

- Discussion with management of site training history and objectives
- Training sessions including instructor-led group activities, interactive lecture, individual coaching, and practice in applying skills to "real world" scenarios
- Coaching points for supervisors and managers to facilitate successful use of newly acquired skills

## Goals

At Plant Leadership Systems, our goal is to provide you with training solutions designed to meet your specific organizational needs, in an energized and supportive environment.

To ensure the time you spend with us is valuable, we combine essential skills with real-world problems and scenarios to help participants develop practical mastery needed in their specific work environment.

