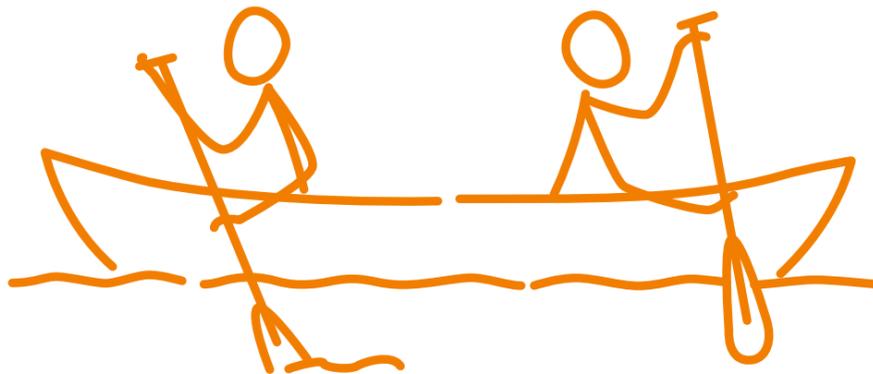


Conflict Management

Transforming a challenge into an opportunity



Limit the negative. Increase the positive

Conflict is native to social life. In the workplace, it is not uncommon to encounter conflicting views during meetings on strategy making, brainstorming, problem solving, change management etc. One cannot really escape conflicts, and neither should one because productive conflicts are often useful and can lead to even better solutions.

Conflict management is not about eliminating conflicts. It is about limiting the negative effects of conflict and increasing its positive influence. It is important to understand the reasons for the conflict, personal style, and problem-solving approach to seek out workable resolutions that strengthen relationships and results.

This 2.5-hour virtual, facilitated program offers a carefully designed learning journey to help participants deep-dive into the causes and effects of conflicts, understand and recognize behavioral responses, and learn the tools and techniques to manage and transform conflicts from a challenge into an opportunity.

What participants will learn

Understand different types of conflicts and the factors that create them

Understand how one reacts during the conflicts: Kilmann's Conflict Management Styles

3 Golden Skills: Technique for resolving conflict and driving positive outcomes

Practise with organization-specific challenging scenarios

This session is relevant for professionals at all levels.

2.5-HOUR LIVE SESSION

(Highly interactive driven by participant engagement, featuring group discussions, polls, break-out room activities and role plays (forum theatre style))

Pre-session reading	LIVE session				Post-session assignment
Read a curated article and self-assessment to set the tone for the session	Introduction to the course	What and Why – Understanding Conflict	How – Tools and Skills for Managing Conflict	Reflection and Closure	Watch a video/read a curated article to reinforce the learning

MAX. 15-20 PARTICIPANTS

LIVE features & requirements

- A smooth-functioning virtual learning platform
C2C-OD team is well-versed with platforms such as Zoom, WebEx, GoToMeeting, and Adobe Connect. Use of a custom/in-built learning platform will require us to spend some time familiarizing ourselves with the platform. A separate fee may be charged for this additional effort.
- A stable internet connection
- Chat function
- Whiteboards
- Polling
- Virtual break-out rooms
- Video enabled

LIVE dos and don'ts for participants

- Please do a test run to ensure your system (audio/visual) is working, in advance.
- Please join the session from a place where you can focus, to avoid distractions and background noise.
- Please ensure the place/room is well-lit, when your camera is on. Well-lit faces are more engaging.
- Please mute your microphone, if you are not speaking, to cut down on background noise when others are speaking.
- Please do not multi-task or run your email system in the background.