



Resolve Your Conflicts

AUDIENCE

Employees at all levels and from all areas of the organization.

Master the skills needed to resolve and eliminate workplace conflict

Program Benefits

Resolve Your Conflicts, from Accordence, reveals what it takes to resolve workplace conflict effectively. The workshop helps people at all levels and from all areas of your organization build the conflict resolution and communication skills needed to enhance relationships and achieve meaningful resolutions. The program fosters awareness that resolving conflict is joint problem-solving requiring understanding other parties' needs and concerns, and applying appropriate communication and relationship skills.

Participants build this expertise using Accordence's Focus 123 concepts and tools. Based on the Three Influence Perspectives, a concept rooted in philosophy and psychological research that describes three mindsets through which we "see" the world, Focus 123 presents three fundamental conflict paradigms. Participants learn ways to apply these paradigms to successfully resolve conflict situations they face every day. After *Resolve Your Conflicts*, participants are better able to:

- remove conflict-driven barriers to operating efficiency, productivity, and morale as soon as they arise
- strengthen every working relationship, both outside and inside your organization
- use observer objectivity to create fair solutions
- advocate their, and your organization's, needs in any given situation
- create consensus in spite of conflicting views and differing resolution styles
- understand their own conflict resolution style and approach, as well as those of others
- use effective communication to manage high-stress conflict situations

Program Description

Resolve Your Conflicts is a fast-paced, interactive workshop that blends skill-building practice and application with self and group reflection. To deal with and resolve differences more effectively and efficiently, participants build their awareness of, and skill with, the Three Influence Perspectives (First Person-Advocate, Second Person-Helper and Third Person-Observer). As the workshop begins, participants use a Focus 123 Indicator to identify preferences and prioritization among the three mindsets, and then identify themselves as one of six possible styles. Participants learn about their own style as well as how to recognize styles of others. They experiment with different styles and techniques during customized case scenarios. Delving more deeply into different aspects of conflict tendencies, participants begin to internalize the concepts, and confront assumptions and biases with which they approach conflict.

Each participant analyzes his or her existing challenges, serving as one-on-one advisors to each other and receiving coaching from facilitators. Participants share their experiences, fostering teamwork and understanding of how the new principles and tools can be applied in their day-to-day work. At the conclusion of the workshop, participants are able to readily apply their new skills the next day back on the job.

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Implementation/Customization

Resolve Your Conflicts is a two-day program appropriate for groups of 24 to 150. Case scenarios, workshop materials, and discussions are tailored to your organization's specific challenges. A representative cross-section of participants is interviewed prior to the workshop to surface key issues and ensure that scenarios accurately replicate the dynamics of current workplace conflicts.

