

CONFLICT MANAGEMENT

Conflict Management is a highly experiential and interactive program. It can be delivered virtually or in-person as a 2 or 4-hour program.

Expected Outcomes | To teach a proven method to manage conflict. To manage conflict and communicate more effectively. Apply the tools to learned to create new behaviors when dealing with conflict in your team.



Time

2-hour or 4-hour, facilitator-led program



Format

In-Person
Virtual



Staffing

1:24 In-Person Facilitator Ratio
1:48 Facilitator Ratio 1 Facilitator; 1 Tech Moderator (virtual)



Participants

Minimum 12 participants
Maximum 24 for In-Person
Maximum 48 for Virtual



Audience

Senior Leaders, Directors

Key Topic Areas

- Thomas-Kilmann Instrument
- Ladder of Inference

4-HOUR IN-PERSON PROGRAM AGENDA

4-HOUR IN-PERSON PROGRAM

Introduction

Setting the Context

Defining Conflict

Thomas-Kilmann Instrument (TKI): Modes

Ladder of Inference

Team/Table activity

Applying TKI

End





CONFLICT MANAGEMENT FOR HANDLING CONFLICTS

THE CLIENT

Commit Agency

THE PROBLEM

Commit Agency lacked a structured process for addressing conflict, causing employees to either avoid difficult discussions or vent without resolution. This led to a culture where tensions persisted and issues went unaddressed, hindering effective collaboration.

THE RESULTS

The training earned five-star evaluations and prompted the creation of signage displaying the Ladder of Inference and each employee's TKI preferences on every desk. By regularly reminding everyone to "clear their ladders," effective conflict resolution quickly became a core part of the agency's culture.

"This program helped our agency transform from a culture of conflict avoidance to a culture where conflict is effectively managed."

- Elaine Ralls
Executive Leader, Commit Agency

OUR SOLUTION

Inside-Out Learning delivered a half-day conflict management training program, introducing the TKI assessment to identify personal and team conflict management preferences. In addition, the program included the Ladder of Inference and other conflict management tools for transparently addressing issues. These tools, still in use today, empowered employees to raise conflicts openly and resolve them constructively, transforming the organization's culture.



WHO

Inside-Out Learning is a global consulting firm based in Arizona. We change people from the inside out with our in-person and virtual programs, helping them transform their companies with increased employee engagement, improved retention, increased promotions, and revenue growth.

Over the past 20+ years, IOL has saved our clients over \$1 billion dollars by helping improve organizational dynamics, increase employee engagement, raise retention rates, and develop next-generation executives. We have also helped our clients win over \$2 billion dollars in new business with our Authentic Presence and Presentation Skills program.

We know how to transform leaders with our award-winning research and have the bottom-line results to prove it. We look forward to working with you and your most important asset, your people.

IOL MISSION

We elevate people, teams, and organizations to perform at their highest potential.

IOL VISION

Our transformative learning programs develop and inspire today's global workforce and society.

IOL SERVICES

Leaders | The Authenticity Code™, Leadership Coaching, , Keynote Speeches

Teams | Leadership Team Off-Sites, Relationship Repair Workshops, Virtual Workplace Engagement, Training Modules

Organizations | Culture Change Programs, Change Management Consulting, Developing a Coaching Culture, Enhancing Customer Relationships, RFP & Sales Consulting, Diversity & Inclusion Workshops

IOL IMPACT

Developing next generation of leaders. Authentic, engaging leaders, better prepared for their next level positions.

50+% promotion rate and 90% retention rate.

