

# Conflict Management – Conflict to Collaboration Skills



## OVERALL OBJECTIVE

**The Conflict to Collaboration Skills Workshop** aims to ensure that participants are equipped to effectively deal with different conflict situations and to be able to deal with their own conflict issues and styles. Learn to turn conflict into collaboration so that potentially negative impacts emerge as positive outcomes.

## OUTCOMES

Participants will be able to:

- identify the sources of conflict
- understand the nature of conflict
- assess their own style in handling conflict
- Understand systems theory and group cohesion
- turn destructive conflict into constructive collaboration while participating in the conflict situation
- turn destructive conflict into constructive collaboration while being a third-party mediator in a conflict situation.

## **CONTENT**

- Intra-personal, interpersonal, team, and organizational conflict
- Dealing with conflict assumptions
- A personal definition of conflict
- Diagnosing conflict situations
- Conflict situations and styles
- Managing conflict
- The “how to” in conflict resolution
- Mediating conflict to collaboration