Resolving Conflict in the Workplace
(Four Hours)

I. Introduction
   A. This Seminar
   B. Course Objective

II. Defining Conflict: Where Do You Stand?
   A. Purpose
   B. Defining Conflict
   C. Pop Quiz: Attitude Toward Conflict

III. Key Issues that Trigger Conflict
   A. Different Work Methods
   B. Different Goals
   C. Personalities
   D. Stress
   E. Different Viewpoints or Perspectives

IV. Constructive Disagreement vs. Destructive Conflict
   A. Good or Bad
   B. Root Cause
   C. Benefits of Resolution

V. Understanding Conflict Styles
   A. Competing
   B. Collaborating
   C. Compromising
   D. Accommodating
   E. Avoiding

VI. The Interest-Based Relational Approach

VII. Making Conflicts Worse
   A. Don’t Gossip or Dwell on It
   B. Don’t Be Defensive
   C. Don’t Be a Bully
   D. Don’t Assume the Worst
   E. Other Destructive Behaviors

VIII. Dealing with Difficult People
   A. The Sniper
   B. The Installer
   C. The Know-it-All
   D. The Steamroller
   E. The Complainer

IX. Techniques for Resolving Conflict
   A. When You are Involved
   B. Getting Started

X. Summary