Managing Conflict: Enabling Collaboration

Conflict is common and usual in work-based relationships. Managing conflict is a skill that all managers/leaders need to master because it's fundamental for delivering large projects and taking people with you. The less you deal with it, the more it arises.

Your challenge is to harness it to solve problems, to deliver new ideas and to find better ways of collaborating as you move forward.

Attend this workshop to get personal insights, to understand how you approach conflict and to practice core skills.

How do I know I should attend this workshop?

1. Does conflict ever distract you in the day or keep you awake at night?
2. Do you find it hard to resolve conflict?
3. Are you conflict-avoidant?
4. Do you sometimes think 'I simply don't know how to work with or relate to this person'?
5. Would you like to have some conflict-managing tools and techniques up your sleeve?

If you answer yes to most of these five questions, then this workshop is for you.

What will I do?
You will cover:

- Understanding the differences between constructive and destructive conflict
- Analyzing your preferred ways of managing conflict: using the Thomas-Kilmann profile
- Reviewing selected conflict handling skills
- Practicing skills
- Giving and receiving peer feedback

What are the outcomes?
By the end of this workshop you will have:

- Thought through your current and future approach and strategy for handling conflict
- Learnt how to flex your default conflict-handling strategy
- Understood, used and embedded a conflict-handling framework
- Role-played handling your specific conflict situation
- Given and received peer feedback

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How do I prepare?

Please:

1. **Fill out the Thomas-Kilmann Conflict Mode Instrument** and bring it with you to the workshop.
2. **Consider two conflict situations that you are facing (or have faced recently)** and that you'd like to handle well (or better than you did). You will be working through these personal situations during the session, so please make sure that you are happy to share these within the group.

Who is iOpener?

We develop people and organizational performance through the power of happiness at work.