



Content Outline of **Managing Differences and Workplace Conflict**

Managing Differences and Workplace Conflict is comprised of two component seminars which may be taken separately as one-day seminars or in combination.

How to Resolve Conflict with Others: The Self-as-Mediator SeminarTM consists of Modules 1 and 2, and is designed for all employees, regardless of supervisory responsibilities.

How to Mediate Employee Conflict: The Manager-as-Mediator SeminarTM consists of Modules 1 and 3 (Module 2 is recommended but optional), and is designed for supervisors, managers, team leaders, and human resource professionals.

In-house delivery of Modules 2 and 3 can be customized to achieve maximum skill-development.

Module 1: Necessary Knowledge

Establishing the Core Competencies

Necessary Knowledge is a prerequisite to Module 2: Successful Conflict Conversations and to Module 3: Third-Party Resolutions.

Goals:

1. To learn to think strategically about conflict, rather than react blindly to it.
2. To create a mental map for using the communication tools you will learn in Modules 2 and/or 3.

Key elements:

1. The Big Picture
 - ~ The three conflict management systems
 - ~ The universal structure of conflict
 - ~ Professional and self-help mediation
2. Beyond Common Sense: The Nature of Conflict
 - ~ Discovering our Wrong Reflexes
 - ~ The Retaliatory Cycle
 - ~ Video: Seeing the cycle, defining conflict, recognizing its costs
 - ~ Levels of conflict
3. Why Mediation Works: The Magic within the Method
 - ~ The Conciliatory Cycle
 - ~ The Conflict Mountain
 - ~ The Forces toward Harmony
 - ~ A Paradigm Shift
4. Preparing to Take Action

Module 2: **Successful Conflict Conversations**

Self Mediation: How to Resolve Conflict with Others

Learn a practical communication tool (Self Mediation) for conducting Successful Conflict Conversations — a core workplace competency based on the insights you gained in Necessary Knowledge. Empowered with this technique, you will be able to take effective action to resolve most conflicts between yourself and others.

Goals:

1. To learn when to use Self Mediation
2. To learn how to use Self Mediation
3. To learn when not to use Self Mediation

Key elements:

1. What, When, and Why
 - ~ What is Self Mediation
 - ~ When to use Self Mediation
 - ~ Deciding to use Self Mediation
 - ~ Preparing the issue statement
2. How to Perform Self Mediation
 - ~ Step 1: Find a time to talk
Video observation, skill practice
 - ~ Step 2: Plan the context
 - ~ Step 3: Talk it out
Video observation, skill practice
 - ~ Step 4: Make a deal
Video observation, skill practice
3. Your Personal Action Plan

Module 3: **Third-Party Resolutions**

Managerial Mediation: How to Mediate Conflicts between Others

Learn a powerful communication tool (Managerial Mediation) to help others resolve their conflicts — a core competency for every supervisor, manager, team leader, and human resource specialist.

Goals:

1. To learn when to use Managerial Mediation
2. To learn how to use Managerial Mediation
3. To learn when not to use Managerial Mediation

Key elements:

1. What, When, and Why
 - ~ What is Managerial Mediation
 - ~ When to use Managerial Mediation
2. How to Perform Managerial Mediation
 - ~ Step 1: Decide to mediate
 - ~ Step 2: Hold preliminary meetings

- Video observation
- ~ Step 3: Plan the context
- ~ Step 4: Hold three-way meeting
 - Video observation, skill practice
- ~ Step 5: Follow-up
 - Video observation, skill practice
- 3. The Key
- 4. Preventive Mediation
 - ~ Stop conflict before it starts
- 5. Your Personal Action Plan