

Chapter 1 : Conflict Resolution Training Course, Conflict Management Training

Conflict Management from University of California, Irvine. Master the fundamentals of conflict resolution, harness the power of positive conflict, and hone your intercultural communication skills. In this Specialization, you'll learn to.

To ease navigation through the A version of the syllabus is also available below that lists all aspects of each class together. Course Meeting Times Lectures: In addition to the theory and exercises presented in class, students practice negotiating with role-playing simulations that cover a range of topics, including difficult situations such as cross-cultural mentoring and an emergency. Other special cases discussed include abrasiveness, dangerousness, racism, sexism, whistleblowing, and ethics. The course covers conflict management as a first party and as a third party: Course Materials Three books for the class are on reserve and at the campus bookstore " these textbooks are classics which may be useful for reference in the future. I assign all of Lewicki, and all of Ury. I assign brief sections of Moore. You can read Moore on reserve " or consider buying the book, if you will often be a "third party". Saunders, and John W. This is a new paperback " not the same text as last year. Negotiating with Difficult People. Other readings are on sale in the campus copy center, Ury has also just published a controversial paperback, The Third Side: Course Expectations The course is based on: There is no exam. Students basically cannot do a "make-up. There is a double class for Session 11 with pizza and a guest speaker so the course can end early. Students are encouraged to work together with a classmate on any assignment. However, in preparing for a role, they may only work together with someone else who has the same role. Students should write in their confidential journals and write evaluations of their colleagues every week. I will read the papers, keep them confidential, and return them at the next class " no one else sees them. This is one of over 2, courses on OCW. Find materials for this course in the pages linked along the left. No enrollment or registration. Freely browse and use OCW materials at your own pace. Knowledge is your reward. Use OCW to guide your own life-long learning, or to teach others. Download files for later. Send to friends and colleagues. Modify, remix, and reuse just remember to cite OCW as the source.

This Conflict Resolution Training program provides techniques for individuals in an organisation to resolve workplace conflict and build a common understanding and framework for working through challenging conflict situations.

While the objectives of this course focuses on business negotiations, the principles of negotiation apply to a vast and diverse range of personal, business, and public situations. For example, at home you may be negotiating a curfew with your teenager or a new home purchase. At work you may negotiate a purchasing contract with a new vendor, a new project with employees, or a merger between two major corporations. In the public sector, you may negotiate anything from a new school board policy, language in a bill with your Congressional representative, or an international trade agreement with China. Regardless of the context, the basic principles of negotiation are the same. Whether you are involved in a friendly exchange or a high-stakes conflict resolution, you are involved in a two-way communication with the purpose of reaching an agreement. The same skills diplomats use to negotiate international peace agreements will help you become a more effective business negotiator. Completing this unit should take you approximately 7 hours.

Negotiation Strategies and Biases

According to the Stanford Graduate School of Business, "Successful bargaining means looking for positives in every possible circumstance. The product of the careful negotiation planning is your negotiation strategy. The strategy you use in a negotiation is heavily reliant on the outcome that you desire. An understanding of the principles, strategies, and tactics used by effective negotiators will help you become more confident in your ability to choose a negotiation strategy that will help you accomplish your goals. Perhaps more important than planning an appropriate strategy is to become knowledgeable about what motivates us and our counterparts to make decisions. In this unit, you will learn about various biases that affect our decision making and how to use this knowledge to overcome obstacles to clear, objective, and effective negotiations. In subsequent units, you will learn how to apply these concepts to specific negotiation theories in order to add or create value for all participants to the negotiation. Completing this unit should take you approximately 13 hours.

Processes and Phases of Negotiation

As you have progressed through learning materials in Units 1 and 2, you have learned that regardless of the inevitability of conflict in your life, you can choose from an array of negotiation approaches to manage the conflict effectively. In this unit, you are going to consider some basic principles from time-tested negotiation theory. You will explore both competitive and collaborative negotiation strategies. In addition, you will learn about four distinct phases in the negotiation process and how appropriate implementation of each phase will lead to effective negotiation. By the end of this unit, you will see that you do not always have to settle for your piece of the pie. Using a successful negotiation strategy can make the pie bigger for all concerned. Completing this unit should take you approximately 15 hours.

Managing Different Types of Business Negotiations

In this unit, you will learn about factors that are important for negotiating in an organizational context. You will consider how to negotiate as the underdog in business-to-business transactions. Transformational negotiations can go beyond providing a win-win solution to a problem; they can help you build alliances. By the end of this unit, you will no longer look across the negotiation table and see an adversary; rather, you will learn to regard your counterpart as a partner engaged in a collaborative effort in building a long-term strategic alliance. Completing this unit should take you approximately 14 hours.

Conflict Resolution

Perhaps you feel that conflict is an inevitable part of life. If you agree, you are not alone. Have you ever driven a car in rush hour traffic? Have you ever been faced with an angry customer or been that angry customer? Are your coworkers or employees less than perfect percent of the time? Any of these scenarios can result in conflict. Unless it is managed properly, conflict can damage an organization and destroy interpersonal relationships. In this unit, you will learn how conflict can be a positive influence if it is managed properly. In fact, conflict that is effectively resolved can help personal and professional relationships grow and strengthen. You will explore some alternatives to the potential lose-lose outcome of conflict. By the end of this unit, you will be familiar with ways to diagnose conflict and apply new strategies to solving the problems associated with conflict. Completing this unit should take you approximately 11 hours to complete.

International and Cross Cultural Negotiation

Negotiating across national

and cultural boundaries raises additional challenges for participants. All of us are a product of the culture and geographical areas in which we were raised and now live. Culture creates biases in our perceptions, motivations, interests, and strategies, which may give rise to a host of conflicts in the negotiating process. Aspects of culture that may affect negotiations include such things as language, dialect, societal norms, business etiquette, religion, values, cuisine, hygiene, comfort, and personal preferences. International negotiations are also often impacted by historical events, nationalism, legal restrictions, tariffs, geographic distance, topographic conditions, multilateral alliances, and political conflicts. Completing this unit should take you approximately 23 hours.

Chapter 3 : Conflict Resolution | New Horizons

Learn effective conflict management techniques and resolution strategies to address confrontation in the workplace. This one-day conflict resolution training course offers practical tips for managing conflict at work and introducing an effective conflict management strategy.

Conflict Management Course Description Conflict is an inevitable dynamic in the work environment. Unfortunately, it usually carries a negative connotation. What makes a conflict situation productive or destructive is the way in which issues and information are analyzed, approached, and communicated. Successful teams and managers have the ability to not only address, but utilize differences in a way that increases the overall strength of the team. This course teaches the skills and perspectives that are necessary to effectively manage conflict. Most people view conflict as being highly personal in nature. In this course, participants will explore the true definition of conflict, and how this definition can help them better analyze and understand a challenging situation or person. They will also examine the role of personal power and how it influences the level and outcome of a conflict. Through this instrument, they will gain insight into their preferred mode of conflict management. They will also gain exposure to, and a better understanding of, the preferred approaches of others in a conflict situation. Working in small groups, they will then explore the best approaches to different types of conflicts, and discuss how their preferred approach can be adapted to best manage the situation. Next, participants will be introduced to the Stop, Yield Go Model for conflict resolution. This is a three-step process that they can use to keep their approach and communication focused and on track so that the conflict is resolved in a productive manner. Participants will identify a conflict situation that they are currently experiencing or anticipate experiencing in the near future. They will then work through the conflict using the three steps. In each step, participants will be engaging in activities and discussions regarding the following topics: They will view a video that demonstrates assertive language techniques. Working with a partner, participants will obtain additional feedback and insight into the management of their conflict situation. This will provide participants with a detailed and complete action plan that they can implement immediately.

Objectives After completing this course, you will be able to: Recognize the five styles of conflict resolution and how to best adapt your style and approach to a conflict situation. Understand your preferred style of conflict resolution. Apply the Stop, Yield, Go Model to collaborative conflict resolution. Apply techniques to managing emotions during conflict. Explain assumptions and their effect on conflict. Use active-listening skills to improve the working environment. Apply assertive language techniques to express your needs and respect the needs of others. Duration This course can be customized to meet a 4-hour or an 8-hour agenda. Course Outline Below is the course outline with objectives and timing for an 8-hour agenda.

Chapter 4 : Course: Conflict Management

Course Description. Conflict is an inevitable dynamic in the work environment. Unfortunately, it usually carries a negative connotation. Conflict, in and of itself, is neither "good" nor "bad".

Understanding Conflict and Cooperation. Description The field of conflict resolution has been developed academically as a discipline from diverse fields of knowledge. This course provides an introduction to the major schools of thought that contribute to the developments in social psychology, law, political science, social work, and business. The field of conflict resolution is also dynamically transforming, and the course introduces recent developments, particularly in the area of complexity and dynamical systems.

Description Negotiation is one of the most important strategies in conflict resolution and is used routinely by all humans to resolve conflict and potential conflict successfully. This course examines both theoretical and practical implications of diverse assumptions and strategies. Students develop a deeper self-awareness of their role in the creation, perpetuation, escalation and resolution of conflicts, as well as in relationship with the other party.

Description Mediation is a strategy frequently used by parties in conflict to constructively address incompatibilities. The role of the third party differs depending on the type of mediation being employed. New models of mediation have been developed recently and the field continues to develop and grow. Traditional methods of third party intervention, as well as, more recent alternative dispute resolution approaches will be explored. Students practice applying constructive conflict resolution skills toward becoming an effective impartial third party mediator.

Intrapersonal Dynamics and Conflict. Description When we understand our cognitive, personality, temperament, motivational, learning, and communication styles, we can blend and capitalize on our strengths and manage our weaknesses. This course reviews the body of work that studies essential influences and the dimension of the intrapersonal dynamics that contribute to who we are and how we work. The course will be a blend of concepts and skills, theory and practical application. You will have opportunities to practice developing your skills throughout the course, and develop and implement an individualized plan for guiding strengths and managing weaknesses. Prerequisite NECR PS Understanding Conflict and Cooperation

Description This course invites students to more deeply explore themes related to specific conflict resolution issues using a variety of theoretical approaches that builds on their introductory theory course. It encourages an exploration of new developments in the field and introduces current research topics, as well as, issues in current events.

Conflict Resolution and Dynamical Systems. Description The emergence of a dynamical systems perspective and understanding of conflict and its resolution is one of the most encouraging developments in the field of conflict resolution. Students learn to use a modeling and information technology component for a hands-on engagement with dynamical systems as they use it on current and historical conflict scenarios.

Description In this course, students focus on practicing skills that will enable them to become more effective communicators. The skills in this course are meant to be a review of what they have covered in previous courses and then strengthened by building on this foundation with new materials and skills. The majority of the time is spent in hands-on situations in which students practice ways in which they can use some of these methods to resolve conflicts; their own critical incidents and those of others. Through guided reflection and supervision students receive small group and individual feedback on a regular basis.

Foundations of Conflict Analysis. Description Conflict analysis is central to understanding the context and content of any conflict. Our worldviews, assumptions, values and beliefs shape how we frame and create meaning from conflicts that we choose to examine, and how we understand the dynamics of those conflicts. This in turn influences any interventions we might recommend to address the conflict, which has immediate and far-reaching consequences. Therefore, to conduct a fair analysis of any conflict, and add value for the stakeholders involved, self-awareness is crucial. This course is the first of four required 7 Week hybrid courses of the capstone sequence and is situated at the beginning of the program. Students are expected to spend on average, 20 hours per week including class time, group work, readings and other assignments. This course is the foundation for developing the mindset of an applied researcher and conflict intervener. It is critical for you as a researcher and we will continue to build on developing self-awareness. In the previous

course you selected the case study you wanted to work on, you completed a conflict mapping of the case, you applied other conflict analysis tools to the case, you framed research questions, and you reviewed qualitative research methodologies and applied one to your selected case. In this course you will continue to build on what you accomplished with your selected case. This course is the second of four required 7 Week hybrid courses in the capstone sequence of the NECR program. In this course you will focus on the data for your case study. First you will identify the types of data you want to collect to answer your research question. Then you will analyze the data using conflict analysis tools you learned in the previous course. You will then apply theory to practice and reference theories you learned in NECR PS and other courses to interpret and make meaning from the data you analyzed. You will surface several needs to address in interventions you would recommend were you to intervene in this case. The course will conclude with you writing chapters one and two of the capstone sequence. Chapter one reflects the materials you prepared in PS while chapter two is based on the work you did in PS. By the sixth class you will need to decide whether you are remaining with the same case you began with in PS, or if you would like to switch to an approved topic of your choice. If you do switch topics, you will need to apply the assignments from PS and PS to your newly selected topic in order to prepare chapters one and two before beginning PS. Prerequisite NECR PS Applying Conflict Analysis Description As a logical continuation to the capstone sequence, students will learn and be equipped with process considerations and mechanisms to plan and prepare for interventions. These interventions are aimed at resolving grievances or underlying needs as identified through PS and PS. The strategic goal of intervention is change. Change can occur either at the actor level or the systemic level. Therefore, students need to have a deeper understanding of the context that they are planning the intervention for and need to be equipped with the necessary foundational tools of intervention strategies in order to tackle the problems at the systemic level. At the same time, students need to be empathetic toward individual needs and societal dynamics, aiming to be culturally sensitive when assessing the impact of their interventions and also maximizing the degree of resiliency within the societies they target for their interventions. Based on validated and reliable change management strategies, students will learn to apply the basic principles of interventions to the cases already identified in PS and PS. As they move along the trajectory of the course, students will become more proficient at thinking contextually while being grounded in their cases and intervention strategies. Through small and large group engagements, complemented by individual assignments, students will make use of the established cases to frame their own approach to the case studies, therefore allowing an individual take and perspective on the intervention strategies. Subsequently, students will also ensure that risks to each intervention are properly identified and managed, and that risk mitigation strategies are in place. The course will introduce an intervention template, allowing for rigor in application and discipline of thought and push students to critically think and empathize with their conflict scenario through constant peer review sessions and problem-based discussions. The next course in the sequence, PS will engage students in identifying a new set of strategies aimed at sustaining and measuring the change. Networks can be local, national, transnational, and global, and seek to drive or mitigate conflict. From localized peacebuilding networks to transnational illicit organizations, the final portion of the capstone project explores the centrality of human networks in conflict, conflict resolution and peacebuilding. Building on previous actor analysis in PS, students will analyze and deconstruct the network structures in their projects. Using this network analysis, students will evaluate the unique challenges to achieving long-term sustainability and impact in their project design. Students will examine competing arguments on program design including linear approaches such as Results Based Management (RBM), and engaging complexity through Participatory Action Research. As such the class will explore related contemporary M and E designs for students to incorporate into their own capstone context. Students will learn to interpret and apply relevant methods to the cases already identified in PS, PS, and PS. As the course advances, students will demonstrate this contextual knowledge applied to their capstone cases.

Chapter 5 : Conflict Management Training Course | Conflict Resolution Skills

Our Conflict Management Course will give you the tools to help you deal effectively with difficult situations and people! We outline the styles of behaviour that.

Easy listening, very articulate. Conflict Management Training Course Content Conflict Resolution Training Programme - Morning

Avoiding conflicts based on misunderstandings Many conflicts are born of a misunderstanding of an earlier message. By clarifying your original message, you can avoid many errors and misunderstandings.

Clarity of Purpose and Goal Setting The first thing you must do, is to clarify the goal. You must know what you want and be able to clearly communicate your objectives to others. In addition, you must understand what the other person wants. The dangers of an ambiguous message An ambiguous message is one that can be understood in multiple ways. Notes on how to eliminate vagueness and ambiguity from your spoken and written communications. Clarity is a virtue, vagueness is a vice. How to give a clear, specific message We will show you eight ways to clarify your message and ensure there can be no conflict, based on misunderstanding. How are you perceived at work? Remember that people make judgements about you, based upon everything you say and everything you do. You have the power to control what you say and do, and therefore you should decide exactly how you want to be perceived and then act accordingly. The correct and incorrect use of humour The misuse of humour can be the source of conflict. We will discuss how to properly use humour and the negative effects of the misuse of humour. How to define the exact meaning of your message It is important to be able to accurately express your message, in a single sentence. We will show you how to reduce a complex message to its essential terms, so that it can be more easily and correctly understood. How to deal with a negative personality Some people are cynical and negative – they call it being realistic. We will show you how to transform your negative cynic, into a critical thinker. Avoid making negative suggestions, keep them positive Every time you speak, you create mental images in the mind of your listener, which are then acted upon. Therefore, it is very important to phrase your message, so that the images you create, correspond to the things that you do want. We call this process embedded command. A selection of food which is available on our open courses - varies per venue A useful and practical presentation of current issues where a conflict may arise. Theory and exercises combined in an exciting manner. Jaume de Haro Trinity College London Conflict Management Training Programme - Afternoon

Four ways to approach conflict resolution situations Managing confrontational situations Conflict is inevitable, since not everybody agrees with your views. How you deal with conflict and confrontation is an important question. Three common mistakes people make in conflict situations Many people get too emotional, too quickly. They argue far too long about what has already happened the past. They lose control of their language and make a bad situation, worse. The proper approach to conflict resolution We will use reason and objective language to resolve conflict. What are the principles of rational conflict resolution? Whilst in conflict, keep your negative emotions under control. Operate according to the facts, not your feelings. Learn our Pat Goes Ape formula:

Chapter 6 : Course: BUS Negotiations and Conflict Management

This conflict resolution course teaches skills for resolving and managing workplace disagreements. This interactive instructor-led course is taught in a workshop format. During the program, participants will learn sources of conflict, conflict resolution styles, conflict mapping, and other essential tools for successful conflict management.

Chapter 7 : Training Courses

Training support documents (Training evaluation forms, 5 certificate templates, program outline). Plus a great bonus! A Power Point Review game to excite your participants about your training material where they compete to win by answering questions about the training program in a series of fun rounds.

Chapter 8 : Negotiation and Conflict Resolution | Courses | Columbia University School of Professional Studies

Drake provides courses through a variety of delivery options such as classroom, online and workplace training. Programs include titles in Microsoft Office, business skills and qualifications at Cert III, Cert IV, Diploma and Advanced Diploma level.

Chapter 9 : Conflict Management – 2-Way Communications, LLC

Course syllabus and calendar, including assignments and readings Course Description Negotiation and Conflict Management presents negotiation theory - strategies and styles - within an employment context. meets only eleven times, with a different topic each week, which is why students should commit to attending all classes.