



WORKING THROUGH CONFLICT™

Participants learn how to use practical conflict-resolution skills to manage workplace conflicts.

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NUTSHELL

Because of stressful work environments, conflicts at work are inevitable. It's essential to resolve these before they escalate and diminish performance or damage working relationships. **WORKING THROUGH CONFLICT** is a one-day, learn-by-doing workshop. It provides the skills participants need to resolve conflict through activities in which they practice resolving conflicts they are having at work. They apply Psychological Associates' Dimensional® Model of Behavior™ to develop fresh, practical ways to deal with conflict behavior. Participants learn more productive ways to resolve conflicts they may have with anyone at any level on the job.

BENEFITS AND OUTCOMES

Participants in **WORKING THROUGH CONFLICT** learn:

- Their level of conflict-management effectiveness through a self-assessment tool
- How to size up behavior to understand the conflict styles of others, using the Dimensional Model
- How to control their emotions and manage others' emotions
- To ask key questions that move the conflict toward resolution
- To use ACT, our three-step strategy for achieving a resolution that sticks
- How to use our planning guide to approach any conflict with the best opportunity for a win-win outcome.

HOW IT WORKS

Participants begin by completing a self-assessment to establish a baseline of their conflict management practices. Then, by applying the Dimensional Model, they learn adaptive techniques for resolving conflicts at any level. Video demonstrations and activities keep the learning lively and centered on real-life conflicts and applying the ACT strategy. ACT stands for *Acknowledge, Collaborate, and Take action*. Participants use their new skills to develop an ACT Planning Guide for practicing how they will approach the conflict back on the job. They leave the workshop with feedback, practice, and a plan for resolving conflicts more productively.

