

# MODULE HIGHLIGHTS

## Module Purpose

The major goal of this module is to assist you in developing skills and tools that will help you successfully manage conflicts in your workplaces. Conflict is an inevitable result of social interaction. Conflicts occur in our lives because we engage in social interaction with people with different goals, values, and backgrounds.

This module supports other 360 Solutions conflict training modules.

Managing conflict in a high-performance organization emphasizes the importance of:

- ◆ The ability to separate the problem from the person
- ◆ The ability to recognize and manage conflicts
- ◆ The ability to engage in constructive conflict, including competition

## Module Objectives

### Part 1: Understanding the Elements of Conflict

- ◆ Define several causes of conflict.
- ◆ Define disruptive conflict and learn to recognize it when it occurs.
- ◆ Define constructive conflict and learn to recognize it when it occurs.

### Part 2: Recognizing Conflict Management Styles

- ◆ Distinguish five conflict management styles:
  - Collaboration
  - Competition
  - Compromise
  - Avoidance
  - Accommodation
- ◆ Identify instances where different conflict management styles are appropriate.

### Part 3: Tips for Handling Conflict

- ◆ Demonstrate nonverbal communication.
- ◆ Define unfair fighting.
- ◆ Define fair fighting.
- ◆ Explain how to send a clear message.

### Part 4: Enhancing Your Conflict Management Skills

- ◆ Write an Action Plan for improving conflict management skills.
- ◆ Complete a Performance Plan for using the knowledge and skills you developed in this module to assist with professional growth and development.