

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 organizational conflicts in your workplaces.

This module supports other 360 Solutions conflict training modules.

Module Objectives

Part 1: Identifying Causes of Organizational Conflict

- ◆ Define causes of organizational conflict.

Part 2: Identifying Difficult People

- ◆ Identify general coping strategies.
- ◆ Distinguish 14 different kinds of difficult people:
 - The Steamroller
 - The Nitpicker
 - The Obstructionist
 - The I-Didn't-Sign-Up-for-That
 - The Gossipmonger
 - The Defeatist
 - The Slacker
 - The Faultfinder
 - The Whiner
 - The Martyr
 - The Self-Criticizer
 - The Blamer
 - The Handle-With-Care
 - The Microscope
- ◆ Learn strategies for dealing with these difficult people.

Part 3: Taking Ownership of Conflict Management

- ◆ Identify reasons for managing organizational conflict.
- ◆ Describe how supervisors and managers can help create an environment to reduce conflict.

Part 4: Enhancing Your Organizational Conflict Management Skills

- ◆ Write an Action Plan for improving organizational 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.