

## CONTINUING EDUCATION

### COURSE OUTLINE – Conflict Resolution

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**PREREQUISITE(S):** None

**REQUIRED TEXT/RESOURCE MATERIALS:** Course materials are supplied.

**CALENDAR DESCRIPTION:**

Many people see conflict as a negative experience. In fact, conflict is a necessary part of our personal growth and development. Conflict becomes an issue when the people involved cannot work through it. They become engaged in a battle that does not result in growth. When this type of conflict arises, negative energy can result, causing hurt feelings and damaged relationships. This course will give you the tools that will help you resolve conflict successfully and produce a win-win outcome. It will provide a six-step process that you can use to modify and resolve conflicts of any size, and you will also learn crucial conflict resolution skills, including dealing with anger and using the Agreement Frame.

**CONTACT HOURS:** 6 hours

**DELIVERY MODE(S):** Face-to-Face, Videoconference

**TRANSFERABILITY:** N/A

**GRADING CRITERIA:**

Upon completion of the course, you will receive an Acknowledgement of Course Completion certificate. This course is part of the Service Excellence Blue Pin Certificate Program. Upon completion of the necessary program requirements, you will receive a Program Certificate.

**EVALUATIONS:** Successful completion of a written Evaluation of Learning (minimum 70%).

**STUDENT RESPONSIBILITIES:** Attendance and classroom participation.

**COURSE SCHEDULE/TENTATIVE TIMELINE:**

Dates vary (refer to website for current availability).

**LEARNING OBJECTIVES:**

- Understand what conflict and conflict resolution mean
- Recognize how your own attitudes and actions impact others
- Learn the types of conflict and the stages of conflict
- Understand all six phases of the conflict resolution process
- Understand the five most common conflict resolution styles and when to use them
- Learn ways to manage conflicts to enhance productivity and performance
- Be able to use basic communication tools, such as the agreement frame and open questions
- Be able to use basic anger and stress management techniques

## **COURSE CONTENT**

### **Module 1: Getting Started**

- Workshop Objectives

### **Module 2: Dealing with Conflict**

- What is Conflict?
- Experiencing Conflict
- Understanding Conflict
- Positives and Negatives
- What is Conflict Resolution?
- Self-Assessment

### **Module 3: The Role of Communication in Conflict Resolution**

- The Communication Chain
- Other Barriers
- Establishing Positive Intent
- Active Listening Skills
- Paraphrasing Skills
- Spontaneous and Reflective Behavior
- Preventing Problems.

### **Module 4: Types of Conflict**

### **Module 5: Phases of Conflict**

- The Five Phases of Conflict
- Another Version of the Conflict Process
- Reactions to Conflict
- Conflict Outcomes

### **Module 6: Dealing with Conflict**

- Strategies for Dealing With Conflict
- Conflict Management Styles
- Strategies for Resolving Conflict in Groups

### **Module 7: Dealing With Authority & Power**

- Differentiating Authority and Power
- Building a Positive Environment for Conflict Resolution
- Dealing with Authority Abusers

### **Module 8: Focusing on Individual and Shared Needs**

- Creating a Mutual Understanding
- Building Positive Energy and Goodwill
- Dealing with Challenging People
- Strengthening Your Partnership

### **Module 9: Getting to the Root Cause**

- Examining Root Causes
- Creating a Cause and Effect Diagram
- The Importance of Forgiveness
- Identifying the Benefits of Resolution

### **Module 10: Conflict Resolution Style Questionnaire**

- The Questionnaire
- The Conflict Grid
- Pros and Cons

### **Module 11: Helping Others Through Conflict**

- Preparing for Conflict
- Setting Norms
- Coaching Through Conflict
- Managing Your Emotions

### **Module 12: Additional Tools**

- Negative vs. Positive Interactions
- Dealing with Negative Feelings
- Stress and Anger Management Techniques
- The Agreement Frame
- Fifteen Steps for Dealing with Upset People
- Five Tips for Dealing with Difficult People
- Six Steps for Dealing with Angry People