



Webinar Program Description & Learning Objectives

FROM CONFLICT TO PEAK PERFORMANCE: Dealing with Difficult Situations and Difficult People

PROGRAM DESCRIPTION:

This webinar is designed to provide insight into the causes of conflict, the five major styles of interaction that resolve or create conflict, and the multiple forms which conflicts may take once they have begun. Discussed are: the role of personal perceptions, biases, and misdirected tactics that may escalate conflict. The seminar also highlights some problem solving techniques that can be employed to move past the conflict, form a cooperative atmosphere and provide a future framework of interaction to gain constructive resolutions early.

TIME FRAME:

25 minute Webinar

- How to Manage Interpersonal Conflict "Strategies Techniques to Cope, Handle and Resolve Conflict" (15 minutes)
- How to Solve Problem Situations with Others "Solution Oriented Approaches to Difficult Relationships" (10 minutes)

COMPETENCIES TO BE GAINED:

1. Understand the role of personal perceptions, biases, and misdirected tactics that may escalate conflict.
2. Learn some problem solving techniques that can be employed to move past the conflict, form a cooperative atmosphere and provide a future framework of interaction to gain constructive resolutions early.
3. Develop tools and tactics for better control of emotions and communication skills.
4. Acquire practical and logical steps to reduce conflict by discovering their own perceptions and feelings about conflict and how it functions in their lives.
5. Gain the ability to realize the underlying dynamics in each conflict situation and adjust styles, behaviors, and perceptions to gain the best results out of potentially volatile situations.
6. Understand the causes of conflict, the five major styles of interaction that resolve or create conflict, and the multiple forms that conflicts may take once they begin.
7. Develop the ability to communicate confrontational messages without damaging the overall relationship or creating a breach in trust or respect.
8. Understand your personal reactions to difficult people, difficult interactions, and difficult situations to develop character enhancements to combat ineffective and inappropriate personal feelings, attitudes or thoughts regarding conflict.
9. Learn how to move from the symptoms to the real problems to root causes quickly and effectively for efficient and permanent problem solving in interpersonal relationships.

WEBINAR OUTLINE:

- I. Introduction
- II. Conflict and Productivity
- III. What is Conflict?
- IV. Characteristics of Conflict
- V. Managing Conflict
- VI. Recognizing Early Stages
- VII. Dynamics of Conflict
- VIII. Ground Rules
- IX. Effective Dialogue
- X. Establishing the Compromise
- XI. Starting Point
- XII. Conclusion and Summary