

Influencing Others in Difficult Situations

Workshop Synopsis:

This workshop is designed to explore both the destructive and constructive elements of conflict in ways that result in more effective problem-solving and decision-making.

Pre-workshop Requirements:

Completion of Conflict Profile Inventory
Development of one or two statements to be analyzed during workshop

Length of Workshop:

1 – 2 days

Ideal Participant:

Administrative managers, leadership teams and others who must influence others, often outside of a direct reporting relationship.

Workshop Materials & Resources:

Participant workbook, conflict management inventory and other instructional materials (*Customized to meet various levels of individual and group needs*)

Upon completion of this workshop, each participant will be able to:

- Better understand the root causes of conflict
- Identify the stages of a conflict encounter
- Learn when and how to use problem-solving tools
- Identify and understand conflict style profiles
- Develop a personal action plan for effectively managing conflict in specific situations

Core Skills Developed:

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|---|-------------------|---------------------|
| ✓ Active listening | ✓ Influencing | ✓ Style flexibility |
| ✓ Self-disclosure | ✓ Problem-solving | |
| ✓ Ability to seek alternative solutions | ✓ Reframing | |