

Becoming Conflict Competent



Workplace conflict is inevitable.
Leverage it to transform your organization.

conflict dynamics profile®

Becoming Conflict Competent

This course provides a comprehensive solution for managing workplace conflict. More than just a conversation, Becoming Conflict Competent gives your organization specific, proven, cost-effective strategies to improve conflict management skills of executives, managers, and supervisors. Certification sessions provide in-house trainers and external consultants with the theory, practice, and exercises they need to help course participants improve their cognitive, emotional, and behavioral approaches to conflict.

The Benefits of Conflict Competent Management

The ability to manage conflict effectively represents a strategic business advantage.

REDUCE COSTS

- Make better business decisions
- Implement initiatives more effectively
- Achieve substantial return on investment

INCREASE PRODUCTIVITY

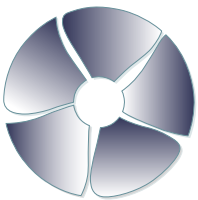
- Reduce absenteeism and “presenteeism”
- Increase organizational energy—and reduce individual stress
- Foster an environment of creative collaboration
- Generate creative solutions to problems

RETAIN YOUR TOP PERFORMERS

- Strengthen supervisory relationships
- Keep your teams engaged and openly communicating
- Give your people the power to make a positive difference

MANAGE RISK

- Reduce risk of violence, sabotage, and vandalism
- Mitigate legal risks
- Better manage public perception of your organization’s brand



The Information Wheel® helps people clarify their experience of conflict.

Workplace Conflict Drains Energy, Time and Money

Conflict costs companies time and money, inhibits action and hampers innovation. Research indicates that managers spend 20 to 40 percent of their time dealing with conflict in the workplace. Conflict can sap your organization’s energy and diminish profits—and no one is immune. Whether you are a team leader, a manager or a member of your organization’s leadership team, the ability to handle difficult situations constructively and competently is critical to business success.

It is human nature to avoid confrontation and let problems fester. Conflict Competence—your ability to lead and manage differences effectively—can transform costly situations into profitable outcomes. The key is knowing how to manage conflict effectively.

What to Expect from this Course

The **Becoming Conflict Competent** course teaches you a complete process for resolving a wide variety of conflicts. You will learn how to turn conflict into collaboration. The course helps you customize your learning based on the results of your Conflict Dynamics Profile® assessment and gain practical tools and effective practices that you can begin to use immediately.

Becoming Conflict Competent helps you learn self-management and communication skills that you can employ during conflict discussions. You'll learn how to cool down, slow down and reflect, and engage conflict constructively. The course incorporates processes developed by world-renowned experts in conflict management and communications, Craig Runde, Tim Flanagan, and Dr. Sherod Miller.

Specific elements of the course include:

INCREASING SELF-AWARENESS. Before the course, you take the Conflict Dynamics Profile and receive a personalized report that gives you precise information about how you currently respond to conflict. After the course, you can repeat the inventory to measure what you have gained — how you have become more conflict competent.

MANAGING EMOTIONS. Do you want to handle emotions — your own and others' — better during a conflict? Becoming Conflict Competent helps you recognize your own personal hot buttons and learn how to cool yourself and others down in tough situations.

EXPLORING SYSTEMIC INTERESTS. The course takes a systems view of conflict — how all parties are experiencing the conflict. Seeing the whole picture, you will better understand what you want out of the situation and, equally important, understand what others want as well.

USING REFLECTIVE SELF-TALK TO DECONSTRUCT CONFLICTS. Becoming Conflict Competent incorporates Dr. Miller's Information Wheel® — the structure of any conflict — to help you make sense out of a conflict. Six related talking skills help you express what you're observing, thinking, feeling, wanting, and doing to address the situation.

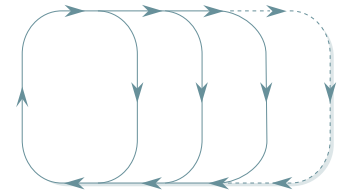
LISTENING TO COMPREHEND. The Listening Cycle® provides a map and five effective listening skills that are essential for understanding others' experience of a conflict accurately and discovering potential solutions.

OPERATING IN THE SKILLSZONE™. Conflict competence engages others constructively from a powerful interactive space between flight and flight. Here you go to the heart of the conflict and create a "best fit" resolution. During the course you learn how to enter, stay, and return to the SkillsZone. You practice skills and processes to address real conflicts and receive feedback in a safe, controlled environment.

MAPPING: A COLLABORATIVE PROCESS FOR RESOLVING CONFLICTS. Everything comes together when you learn to build collaborative agreements with others. You'll learn how to work through various conflicts—one-to-one, two-person, within a team and between groups—from beginning to conclusion.

Becoming Conflict Competent is comprised of four half-day sessions. Structure the course as a single two-day program, two separate one-day sessions, or four sessions spread out over a period of time. Add-on modules allow trainers the option of providing follow-on training to reinforce processes learned in the initial sessions.

Becoming Conflict Competent is founded upon years of academic research and real world applications. Conflict competence is our specialty. We are ready to help you and your organization constructively deal with inevitable conflict. If you are ready, call us at 1-888-359-9906.



The Listening Cycle® enables individuals to improve their listening skills during conflicts.

The Center for Conflict Dynamics

We help organizations and individuals address workplace conflict. The Center for Conflict Dynamics is the exclusive global vendor of the Conflict Dynamics Profile® assessment and the **Becoming Conflict Competent** course. With over 2,000 certified users worldwide, the Center consults with organizations to help them explore ways to improve their approach to conflict management and resolution and provides individuals with crucial understanding about their responses to conflict.

“Using the five elements of the Information Wheel in the Becoming Conflict Competent course helps clarify and provide focus. It brings structure and is an easily adoptable and adaptable methodology to the conflict management process. It can be very useful to practitioners.”

William K. Rusak

Former Executive Vice President Human Resources
Corrections Corporation of America
Nashville, TN

“The Becoming Conflict Competent program provided us with tips, tools and knowledge to deliver the program effectively to our clients. Using our own conflict examples to work through the program was very valuable, as was the kinesthetic component of the training. The biggest benefit was that we were able to immediately put the tools to use to resolve a professional conflict that had us stymied before the program!”

Marci Moore and Pam Williams

Innergized!, Inc.
Seminole, FL

“I’ve offered and taken a lot of conflict management trainings/workshops over the span of 20+ years. And I can easily say that the workshop, Becoming Conflict Competent, authored by Sherod Miller, Craig Runde and Tim Flanagan is probably the BEST I’ve ever experienced. The Information Wheel and Listening Cycle are two amazingly helpful and “hands on” tools that can help people at any level, in any type of organization, manage conflict more constructively and effectively. This is one you don’t want to miss!”

Curt Micka

Owner, Conflict Management Services, LLC
Minneapolis, MN

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