

**American Management Association's
Responding to Conflict:
Strategies for Improved Communication**

Learning Objectives

- Identify Underlying Causes of Conflict
- Determine Approaches That Provide Flexible Responses to Personal and Professional Conflicts
- Practice Various Models, Techniques, Strategies, and Approaches to Manage Your Interpersonal Communication Behaviors in Conflict Situations
- Implement Flexible Strategies to Improve Your Communication and to Effectively Respond to Conflict

Developing Conflict Awareness

- Define Conflict
- Explain the Difference Between Disagreement and Conflict
- Describe the Five Levels of a Conflict
- Cite Possible Barriers to Managing and Resolving Conflict

Responding to Conflict

- Assess Your Own Personal Feelings and Actions in Response to Conflict
- Apply the P-U-R-R Model to Demonstrate Understanding and Application
- Describe the Use of Validating in a Conflict Situation
- Distinguish Between Listening for Thoughts and Listening for Feelings in a Conversation
- Explain Why Meaning Often Comes from the Context of the Relationship Rather than the Words Used

Strategies for Responding to Conflict

- Recognize Your Preferred Strategy or Strategies for Responding to Conflict
- Identify the Five Conflict Strategies
- Analyze Examples and Recommend Appropriate Strategies to Minimize or Manage Conflict

The Role of Trust in Minimizing Conflict

- Describe the Four “Cs” as the Cornerstones of Building Trust
- Explain How Trust Is Lost and Regained, and How Transparency Validates Trust
- Identify the Interests That Underlie a Person’s Positions

Moving Beyond Conflict

- Describe How Relationship Conflict and Content Conflict Should Be Handled Differently
- Demonstrate How to Turn Potential Disagreements into Discussion by Applying the Model to Disagree
- Identify and Practice Assertiveness Tools and Strategies
- Detoxify Emotional Statements by Framing Alternative Ways to Express the Message Behind the Emotional Statement

Dealing with Difficult Behavior

- Explain the Difference Between Difficult People and Difficult Behavior
- Recognize the Steps for Effectively Minimizing “People Problems”
- Describe the Best Strategies for Handling Passive or Aggressive Behavior

Mapping the Conflict

- Map a Conflict Using a Five-Step Approach
- Explore a Given Conflict from Various “Viewing Points”
- Separate Interests from Positions in a Specific Conflict
- Select a Conflict Strategy Appropriate to Address a Specific Goal
- Demonstrate the Implementation of the Chosen Conflict Strategy

Resolving Conflict Situations

- Apply a Combination of Skills, Techniques, and Ideas Presented Throughout This Seminar to a Conflict Situation (Called a “Thunderstorm”)
- Demonstrate the Application of Appropriate Conflict Strategies to Address the “Thunderstorm”