

Conflict Management Skills for HR Professionals



Program Overview

HR professionals will learn how to assess, manage, and facilitate conflict in the workplace while fostering a work environment conducive to effective conflict management.

As conflict management represents a key competency for HR professionals, participants will measure their own perceptions of conflict, learn to identify the source of conflict, and identify early warning signs of destructive conflict in order to develop positive alternatives. From identifying their own individual conflict handling mode, to coaching others to resolve conflicts, this program provides HR professionals and interactive experience that will help them acquire the confidence needed to manage an actual facilitation of a conflict discussion between individuals and groups.

Course Design

This one-day, instructor led seminar allows the participants to utilize the Thomas Kilmann Instrument (TKI) in order to understand their own personal style in resolving conflict. As the number one best-selling instrument for conflict management, the TKI enables its users to learn about the most appropriate use for each conflict handling style and how to increase their comfort level with their less used styles.

Once the participants have an understanding of conflict styles, this course walks them through a six-step conflict resolution process that serves as a key take-away for utilizing these skills in real life situations. These six steps are:

- Clarify the conflict
- Determine a common goal
- Identify alternatives
- Remove barriers
- Come to an agreement
- Acknowledge a solution

The participants will have an opportunity to practice using the six-step process in-depth, providing a strong foundation for on-the-job transference.

General Recertification Credit

This course has been approved for 7 General Recertification Credits

Agenda

Course Agenda	Time	Purpose
Conflict Experiences	8:30am-9:00am	Allows participants to introduce themselves and discuss their professional background, time spent on conflict at work, and their own personal experiences with handling conflict.
Module 1: Introduction and Conflict Defined	9:00am-10:00am	Introduces core topics, identifies sources of conflict and signs of destructive conflict.
Module 2: Understanding Conflict Styles	10:00am-11:15am	Utilizes the Thomas Kilmann Instrument to teach learners to become more aware of their own conflict style, recognize the conflict styles of others, assess conflict situations, and practice using different conflict modes.
Break	11:15am-11:30am	
Module 3: Conflict Resolution Discussions	11:30am-12:45pm	Introduces the Six-Step Conflict Resolution Process, provides tools for active listening, and allows learners to identify problems and write effective problem statements.
Lunch	12:45pm-1:45pm	Teaches participants to identify key workforce assumptions and drivers surrounding organizational strategies and objectives. Demonstrates linkages between organizational goals, human capital drivers and HR data.
Module 4: Coaching Others to Resolve Conflicts	1:45pm-2:30pm	Discusses the role of the HR Professional as a coach within a group setting by using a 4-Quadrant diagnostic method.
Module 5: Facilitation of Conflict Discussions Between Individuals and Groups	2:30pm-3:45	Engages participants in a simulated conflict discussion and allows them to conduct a facilitated session using the Six-Step Process.
Break	3:45pm-4:00pm	
Module 6: Organizational Culture	4:00pm-5:00pm	Provides strategy for fostering a culture of effective conflict management and discusses what HR can do to develop and promote that strategy at large.

Key Learning Outcomes

By the end of this course, participants will be able to:

- Assess their individual methods of managing conflict
- Understand the various styles in which others handle conflict
- Identify the sources and warning signs of potential conflict early on
- Execute methods for successful conflict discussions, coaching others to manage conflicts effectively, and facilitation of conflict discussions
- Understand the nature and causes of workplace conflict and how to create a positive environment for management