



Positively Reducing Conflict Online Seminar



Curriculum Overview

- completely customizable to client needs

Timing

2 x 75mins webinars on the same or different days

Core Objectives

- Participants are reminded of the principle that the results they receive in their interactions with others, are largely influenced by their own perceptions and behaviors.
- Participants will better understand the sources of conflict between human beings specifically in the workplace and will discuss and practice practical behaviors to positively reduce conflict.
- Participants will have a greater understanding of their own behavioral tendencies in times of conflict; learning how to adapt their style to reduce conflict and be better equipped to understand the conflict style of others they work with, to achieve organizational results.
- Participants will complete an engaging group exercise that demonstrates the problem with thinking *independently* ("Me", "Myself" and "I") in *interdependent*, ("We" and "Us") situations.
- Participants will review four real-world, workplace case studies to be able to better see the root of conflict in a situation they're not emotionally connected with.

Webinar 1 of 2 Outline*

Module	Title	Time
Module 1	Setting the Foundation	10 minutes
Module 2	Sources of Conflict	30 minutes
Module 3	Positively Reducing Conflict - Personal Application	35 minutes



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Webinar 2 of 2 Outline*

Module	Title	Time
Module 4	The Benefits of Interdependent Thinking	50 minutes
Module 5	Positively Reducing Conflict - Case Studies	10minutes
Module 6	My Personal Action Plan	10 minutes
Module 7	Summary, Additional Resources and Evaluations	5 minutes

*If the webinars are being held on the same day, a 10mins break is recommended after the first 75mins webinar

Module Summaries

Module 1 - Setting the Foundation (10 minutes)

Objective: Participants are welcomed into a conducive learning environment and are engaged by the credibility of Newleaf Training and Development and the Facilitator's background. Participants are stirred to consider the results they get in this area of professional development comes from their own behaviors which in turn come from their own perceptions. Participants are reminded of the principle this program is based upon and are encouraged to consider how they yield better results when their perceptions and behaviors align with that principle. The objectives for the program are clarified and some ground rules are presented and agreed to help maximize the effectiveness and efficiency of the available time.

Lesson 1	Introductions	1 minute
Lesson 2	Perception, Behavior and Results	5 minutes
Lesson 3	Objectives	2 minutes
Lesson 4	Learning Agreement	2 minutes

Module 2 - Source of Conflict (30 minutes)

Objective: Participants will better understand the sources of conflict between human beings specifically in the workplace and will discuss and practice practical behaviors to positively reduce conflict. The Thomas Kilmann Conflict Mode Instrument will be completed by the participants and fully explained as a useful frame of reference by the facilitator.

Lesson 1	What is conflict and is it always a bad thing?	3 minutes
Lesson 2	What are the common responses to conflict?	2 minutes
Lesson 3	The Thomas-Kilmann Conflict Mode Instrument	25 minutes



Module 3 - Positively Reducing Conflict - Personal Application (35 minutes)

Objective: Participants will have a greater understanding of their own behavioral tendencies in times of conflict; learning how to adapt their style to reduce conflict and be better equipped to understand the conflict style of others they work with, to achieve organizational results.

Lesson 1	Personal Application – Step 1	18 minutes
Lesson 2	Personal Application – Step 2	17 minutes

Module 4 - The Benefits of Interdependent Thinking (50 minutes)

Objective: Participants will complete an engaging group exercise that demonstrates the problem with thinking independently (“Me”, “Myself” and “I”) in interdependent, (“We” and “Us”) situations. The real-world scenarios help participants see the benefits of thinking “win-win” with their own direct team members, vendors and as well as their own external and internal customers. Participants also see the application in the roles they have in their personal lives too.

Lesson 1	The 6 Paradigms of Human Interaction	7 minutes
Lesson 2	Personal Application – Step 3	5 minutes
Lesson 3	Win-Lose Conditioning (Arm Wrestle!)	3 minutes
Lesson 4	Group exercise - ‘Red OR White’ Game	25 minutes
Lesson 5	Debrief and Lessons Learned	10 minutes

Module 5 - Positively Reducing Conflict - Case Studies (10 minutes)

Objective: Participants will review four real-world workplace case studies to be able to better see the root of conflict in a situation they’re not emotionally connected with. After analyzing the situation, participants will identify and evaluate practical recommendations to significantly and sustainably improve matters for all involved.

Lesson 1	Case study analysis and solutions (in table groups)	8 minutes
Lesson 2	Common themes (complete group)	2 minutes

Module 6 - My Personal Action Plan (10 minutes)

Objective: Participants will reflect on the seminar and commit to actions to positively reduce conflict for the benefit of their customers, colleagues, vendors and for themselves. Participants will see the personal benefits of reducing conflict.

Lesson 1	My Learnings	2 minutes
Lesson 2	My SMART Commitments	8 minutes



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Module 7 - Summary, Additional Resources and Evaluations (5 minutes)

Objective: The learning is summarized and additional resources are recommended to the Participants, who share key learnings and evaluate the practical benefits of the seminar.

Lesson 1	Summary and Additional Resources	2 minutes
Lesson 2	Evaluations	3 minutes

