

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

LESSON ONE

Developing Conflict Awareness

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

Responding to Conflict

- Identify Your Own Personal Feelings and Actions in Response to Conflict
- Apply the P-U-R-R Model to Demonstrate Understanding and Application
- Apply the Validating Process
- Distinguish Between Listening for Thoughts and Listening for Feelings in a Conversation
- Explain That Meaning Often Comes from the Context of the Relationship Rather Than the Intrinsic Definition of the Words Used

LESSON TWO

Responding to Conflict—Part 2

- Identify Your Own Personal Feelings and Actions in Response to Conflict
- Apply the P-U-R-R Model to Demonstrate Understanding and Application
- Apply the Validating Process
- Distinguish Between Listening for Thoughts and Listening for Feelings in a Conversation
- Explain That Meaning Often Comes from the Context of the Relationship Rather Than the Intrinsic Definition of the Words Used

Conflict Strategies

- Identify 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—The Four Cornerstones of Building Trust
- Explain How Trust Is Lost and Regained and How Transparency Validates Trust
- Identify Interests Behind Positions

LESSON THREE

Moving Beyond Conflict

- Describe How Relationship Conflict and Content Conflict Should Be Handled Differently
- Explain the Reason the Word “Why” Should Be Avoided When Managing a Conflict
- Identify Appropriate Solutions for Managing Real-Life Conflict Situations
- Use “I” Messages and the DESC Script to Express Yourself Assertively
- Apply the Model to Disagree
- Say “No” Assertively
- Detoxify Emotional Statements, and Devise Alternative Ways to Express the Message

Dealing with Difficult Behavior

- Explain the Difference Between Difficult People and Different Behavior
- Describe an Understanding of Handling Passive Behavior
- Describe a Strategy for Handling Passive or Aggressive Behavior

LESSON FOUR

Mapping the Conflict

- Map a Conflict Through the Five Steps on the Template
- Explore a Given Conflict from Various “Viewing Points”
- Separate Interests from Positions in a Specific Conflict
- Select a Conflict Strategy Appropriate to a Goal
- Demonstrate the Implementation of a Chosen Conflict Strategy in a Role Play

Thunderstorms

- Apply a Combination of Skills, Techniques, and Ideas Presented Throughout This Seminar to Participant-Generated Conflicts (Called Thunderstorms)
- Demonstrate the Application of Appropriate Conflict Strategies to Address These Thunderstorms