

# **American Management Association's Conflict Management Workshop**

## ***Developing Conflict Awareness***

- Distinguish Between a Disagreement and a Conflict
- Identify the Signs of a Conflict
- Manage Your Emotional Reaction in a Conflict Situation

## ***Modes of Conflict Management***

- Choose the Appropriate Conflict Management Approach for Any Situation
- Understand Your Own Conflict Style
- Follow the A.E.I.O.U. Model to Diffuse a Tense Situation

## ***Responding to Conflict***

- Communicate Assertively Without Eliciting Defensiveness from the Other Person
- Constructively Disagree with Others

## ***Handling Difficult Conversations***

- Select Appropriate Language to Express Your Ideas Clearly
- Plan for Difficult Conversations in a Way That Focuses on Achieving the Results You Desire
- Prepare for Potential Barriers During Difficult Conversations
- Effectively Execute a Difficult Conversation
- Set Goals for Applying Your New Skills to Your Own Real-Life Situations