

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 Defuse 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