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Managing Conflict: Power through Influence

(5 Days Training Course)

ACS REGISTRARS ISO 29990

ACS REGISTRARS ISO 9001

ilm Approved Centre

PMI Registered Education Provider Project Management Institute

bci Business Continuity Institute Corporate Partnership

Why Attend

If not managed properly, interpersonal issues and conflicts within a team can derail the best laid plans.
In this training course you will learn how to resolve the most problematic situations using a variety of approaches and proven techniques. You will identify your preferred conflict resolution style and learn how to adapt it to tackle the situation you face. You will also learn about influencing skills and the bases of power, how to apply them and when. In this training course you will be equipped with the ability to diffuse conflicts and use them as a platform for positive change.

Course Methodology

The course uses a mix of interactive techniques, such as brief presentations by the consultant and participants, role plays (rehearsed and impromptu), playback of videotaped performances and individual and group feedback.

Course Objectives

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

Define and understand the different sources of conflict
Identify personal conflict resolution styles
Apply influencing skills and explore relationships with others
Manage conflict in teams and engage in effective team problem solving
Use the different bases of power and change them according to the situation
Practice different strategies of winning the hearts and minds of people

Target Audience

Business professionals who want to expand their conflict resolution skills, understand their own emotions and behaviors, and find productive ways to manage conflict with influence, even when authority is lacking.

Target Competencies

Proactive listening
Handling rejections
Leading others
Situation analysis
Problem solving
Self assessment
Sensitivity to others
Understanding motivational needs
Customer orientation

Course Outline

Definitions of conflict

Nature and scope of conflict management
Misconceptions about conflict
Sources of conflict
Positive and negative factors of conflict
When conflict comes between you and your desired results

Thomas Kilmann conflict resolution mode instrument

Scoring and interpretation
Ways of coping with conflict
Assumptions and outcome of conflict
Managing conflict and using an appropriate style for more effective outcomes
Approaches to conflict resolution
Giving and receiving feedback
Assumptions in disagreement
Creating a collaborative work environment for faster and better results

Influencing others in a problem solving context

The use of emotional intelligence in conflict management
Working effectively with team members
Managing emotions, information and problems
Tips for effective day to day conflict management
Resolving conflict before it gets out of hand
Managing conflict with superiors and subordinates
Getting better results through negotiation
Establishing or regaining credibility so you can begin to influence people
Achieving trust down and across the organization

Importance of teamwork

Managing conflict in teams
Dealing with dysfunctional team roles
Enhancing communication in a team
Effective team problem solving
Approaches to conflict and pattern of escalation

Influence inventory (power bases)

Definitions of influence and the bases of power
Changing the bases of power
Persuading others by using your power bases
Identifying ways to build relationships upward, downward and laterally within your organization
Understanding the person you are trying to influence and persuading them through give and take
Selling your ideas and implementing change successfully
Influencing people while projecting self confidence without being pushy
Strategies for developing charismatic qualities
Leadership training for influence and power

Course Outline

The art of changing hearts, minds and actions

Influence and the psychology of persuasion
The power to change anything
Action plan for developing your conflict resolution skills and influence from anywhere in the organization

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