

## **Advanced Customer Service: Level 2: 5-Day Course**

### **Conflict Resolution - Day 5**

#### **Overview**

There are many causes and reasons for work conflict and disagreements. The problem arises when people dig their heels in ending up in a stalemate. The modules that make up this course provides senior leaders the necessary tools and skills to ensure those critical conversations are productive and foster new solutions and growth.

This course provides leaders with the knowledge to recognize causes of workplace conflict, how to facilitate resolution of conflict and how to manage the work relationships once the conflict has been resolved. It's about working with their employees to help them find solutions that will resolve conflict in the workplace.

Another aspect of conflict is, understanding personality styles. The model is based on four social style types: Driver, Expressive, Analytical, Amiable. We all have a tendency to fall into one of the four styles. Each style has a pattern of actions that can be observed, described, and agreed upon by others for describing a person's behavior. If you have a greater awareness of your style, and those around you, you will be able to communicate with others more effectively. It's not about changing people; it's about building productive relationships.

#### **Pre-Course Activity**

Senior leaders will be asked to provide a current conflict at work which will be used during the workshop to work through.

#### **Objectives**

By the end of this course senior leaders will be able to:

- Recognize common sources of workplace conflict
- Identify conflict management styles
- Choose appropriate responses to conflict dilemmas
- Apply conflict management techniques to a current conflict at work
- Understand behavioral styles and determine the behavioral styles of your team members
- Manage your behavior for more productive relationships
- Create a personal action plan to address challenging issues

#### **The Content**

1. Deconstruct Workplace Conflict:

- The importance of managing conflict
- Consider conflicts as opportunities
- The reward of managing the conflict in a healthy way
- Common reasons for workplace conflict
- Ineffective approaches to conflict

2. Styles of Effective Conflict Management:

- Learn the five styles
  - Examples of five styles
  - Learning the language of the five styles
  - Self assessment to uncover your preferred style and styles to utilize more
  - Learn the preferred styles of your team
  - Choosing the right style for the right situation
3. Communication through Conflict Management:
- Characteristics of difficult conversations
  - Delivering critical messages
  - Responding to resistance to difficult messages
  - Six step process to resolving conflict
4. Understand Behavior Styles
- Self assessment to uncover your behavioral style
  - Learn the four behavioral styles and the general characteristics of each
  - Produce positive results when interacting with each style
  - Improve upon less than satisfactory relationships

### **Materials**

Participants will take away a practical customer service handbook to remind them of the key skills and techniques from the course. It includes an action plan to foster implementation.

### **Upon Completion**

A post training evaluation and course questionnaire will be administered. Within three business days a certificate of completion will be emailed to POC or participant.