



Conflict Management

Participants will learn about the positives and negatives of different types of conflict, explore models for conflict resolution and identify which strategies are most effective. This session takes into account how different personality types approach conflict and how those conflict based on those differences can be managed. The group will analyze why it is important **not** to avoid disagreements and develop a plan for how to navigate conflict productively. The Platinum Rule of relationships will be introduced and effectively applied to the resolution of conflict.

Outline

Analyzing Conflict: the Good, the Bad and the Ugly

- Exploring various definitions of conflict
- Defining the benefits of conflict

What the Research Says: Approaches to Conflict Resolution

- When conflict turns bad or ugly
- The problem with competition and the win/lose mentality
- Conflict and personality types

Exploring the Platinum Rule: Treat Others the Way They Want to Be Treated

- Self-reflection: Do you create conflict?
- The elements and parameters of the Platinum Rule
- Role-playing

Developing a Platinum Plan

- Anticipating conflict to preempt and manage the volatile situations
- Inviting the sharing of opinions
- Arriving at consensus and respecting outcomes
- Moving to action

Outcome: Participants will understand the value of healthy conflict and its growth-rendering possibilities. They will develop an appreciation of the bearing of personality type on conflict-management styles and gain skills to accommodate differences. They will appreciate the practical benefit of the Platinum Rule and its effective application to managing conflict.