# Conflict Management
## OLC Course Recommendations

| Competency Definition |
| --- |

Encourages creative tension and differences of opinions; anticipates and takes steps to prevent counter-productive confrontations; manages and resolves conflicts and disagreements in a constructive manner.

| OLC Component Titles |
| --- |

### Analyzing Workplace War Zones

**COURSE TSA-TEAM-ANALYZWARZONE-0001**

Description: A team would be worthless if everyone agreed on every issue. The purpose of teams is to facilitate discussions and foster creativity. Sometimes the same discussions and creative thoughts that help the team can also bring about conflict. Nobody is perfect and not everyone is going to get along. It's important that teams identify and target any problems before they escalate. At the end of this course you'll have the skills needed to recognize why teams stop working, identify why battles begin, learn how to target team problems, and develop the skills to discuss problems as a team. **Duration=2.5**

### Communication Skills for Resolving Conflict

**COURSE TSA-COMM-RESOLVCONFLICT-0001**

Description: Although, through the use of good communication skills, conflict in the workplace can be minimized, it can't be eradicated entirely. On the occasions when disharmony inevitably arises, there is a need for a different set of communication skills--those of negotiation, mediation, or arbitration. This course will give you an understanding of the various causes and outcomes of conflict, together with a practical demonstration of the styles and communication involved in the negotiated resolution of one to one conflict. You will also learn how to act as a third party mediator or arbitrator in situations where the parties concerned seem unable to resolve the dispute unaided. **Duration=5.0**

### Customers, Conflict and Confrontation

**COURSE TSA-CS-CUSTCONFLICT-0001**

Description: Is there anything that can torpedo your work day more than an arrogant, obnoxious, rude customer? YES! Not knowing how to handle one! It's challenging to stay service-minded when the person you are dealing with is being -difficult.- This course will give you the perspective to effectively cope with customer conflict, and sound methods to deal with all types of potentially confrontational situations. You'll be able to identify elements of emotional response that interfere with good customer service. Staying cool, calm, and customer-connected is a critical learning objective for this course. Develop communication skills that defuse customer complaints. Learn and differentiate the best methods to handle difficult customers in person and over the phone. By the end of this highly interactive course, you'll have the strategies necessary to restore customer confidence and move beyond the thorny issue to an even stronger relationship. **Duration=5.5**

## Experiencing Anger

**COURSE TSA-COMM-EXPANGER-0001**

Description: Like most people, you have probably gotten angry while at work. A disagreement with a co-worker or manager during a business meeting could make you lose your temper. By taking this course, you will learn why people become angry and recognize how you express your own anger. You will also learn simple techniques to minimize angry emotions, thoughts, and behaviors. Since you may have to deal with other people's anger at work, you will also learn what to do when you encounter angry people. **Duration=5.0**

## Facilitating Challenging Situations

**COURSE TSA-MGMT-FACILCHALLENGE-0001**

Description: How do you deal with the group that has an exceptionally dominant person who doesn't let anyone else have say, or trivializes the contributions of others? How do you keep a faction from taking over? What is the best means of handling direct challenges to you or the group? What do you do when you know someone is deliberately trying to derail your meeting and/or success? What is the best way to clear the air when there is tension? Welcome to the tough stuff in facilitation. In this course you will learn to recognize and deal with the most difficult aspects of facilitating groups. You will explore typical trouble spots, like dealing with side conversations. Discover ways to maintain and channel enthusiasm with high-participation groups and turn around low-participation situations. Learn techniques to help you handle sabotage and passive/aggressive behavior. Capitalize on confrontation by shifting your analysis from "what's wrong" to assessing -what is really going on.- You will also learn the benefits of conflict and apply tips to transform chaos into creativity. **Duration=5.0**

## Getting Past Clashes: Valuing Team Diversity

**COURSE TSA-TEAM-VALUEDIVERSITY-0001**

Description: Teams have diverse personalities, skills, and interests that are challenging to put together. You may not get along with every team member, but it's important that you can work together to achieve the same goal. At the end of this course, you'll have the skills needed to work with different personality styles, control your gut reactions to difficult people, and deal with difficult team members. **Duration=2.5**

## Handling Conflict with Others

**COURSE TSA-COMM-CONFLICTOTHR-0001**

Description: No one can complete a working career without experiencing conflict, so it is essential for you to handle this conflict in the most effective way.  To handle conflict well, you need to build up a repertoire of techniques. These techniques require you to behave differently from your natural instincts at times. Therefore, a good starting point is to establish what your instinctive approaches to conflict are, and where these attitudes stem from.  This will enable you to decide on a range of different approaches to conflict, based on a spectrum that goes from being only concerned about your own needs, to only being concerned about other people's needs. This spectrum gives rise to five possible strategies for dealing with conflict.  Whatever strategy you apply, some core techniques will make you more effective. These involve three main actions: confronting the conflict, communicating with the other party, and determining an acceptable outcome.  Sometimes, the conflict in the workplace just surrounds you, even though you are not involved directly. You then have to learn how to avoid taking sides, or becoming a scapegoat. **Duration=6.0**

## Managing Conflict in the Organization

**COURSE TSA-COMM-CONFLICTORG-0001**

Description: As a manager, you will inevitably have to sort out some of the conflict that occurs in your organization. Sometimes, this will be between individuals, but often it will be between teams, and even departments.  The different nature of these conflicts is likely to require different approaches, and there are also likely to be a range of particular demands on you in the way that you manage the conflicts.  A way of differentiating and applying these approaches is by adopting a short-term approach against a longer-term strategy.  The first is categorized by a -quick and dirty- style of containment and reduction. The second is characterized by approaches that are concerned with resolving the roots of the conflict by finding structural remedies to prevent the conflict occurring in the future.  Another form of a long-term approach is to attempt to prevent conflict from occurring. This is, of course, probably impossible, but this approach is characterized by considering in what ways a manager can act to discourage negative conflict.  **Duration=6.0**

## Managing Your Anger

**COURSE TSA-COMM-MANAGEANGER-0001**

Description: You're angry and you want to let everyone know it. But, is this really a good idea? What will your co-workers or your supervisor think of your outburst? Is there something that you could do to control your anger? This course will help you manage your anger so that you will be less angry and will be able to channel your energy into more constructive activities. You will learn the three stages of managing your anger and techniques that will be useful for preventing your anger from getting out of control. This series provides techniques that a motivated person can use to deal with manageable anger. These techniques do not replace counseling or other professional assistance where such attention is appropriate. **Duration=5.5**

## Perspectives on Conflict

**COURSE TSA-COMM-PERSPTVCONFLICT-0001**

Description: What is meant by the term -conflict,- and what are the general attitudes towards it in the workplace? In this course, three prevailing attitudes towards conflict are compared. These are that:

--Conflict is always a bad thing

--Conflict is always a good thing

--A certain level of conflict is productive, but too much is undesirable.

This last view informs the rest of the course, which goes on to describe how a healthy and productive level of conflict can be encouraged in an organization, promoting a win-win philosophy that improves performance.  Of course, conflict cannot always be contained at this productive level, and often spills over into becoming destructive. Therefore, learners will also discover how to recognize the signs and symptoms of destructive conflict, so that they can deal with it in the workplace.  **Duration=5.5**

## Team Conflict: The Seeds of Dissent

**COURSE TSA-TEAM-CONFLICTDISSENT-0001**

Description: Teams are a fact of corporate life. Think about all the team buzzwords. There are cross-functional teams, self-directed teams, union teams, functional teams, total quality teams, and project teams--not to mention the concept of -The Dream Team.- If there's anything that's predictable about these high-powered teams, it's the inevitability of conflict. Many teams fail to recognize that there's power in conflict. Healthy dissent actually breeds team success, and that's the essence of this course. What do you need to know about the roots of conflict and team dynamics to help cultivate a healthy mindset about conflict? At the end of this course, you'll have the skills needed to identify the stages of conflict, the

awareness of group dynamics that can cripple team effectiveness, and how to build a positive approach to conflict at the time your team is launched.  **Duration=3.5**

## Working with Aggressive People

**COURSE TSA-COMM-AGGRESSIVEPLPE-0001**

Description: Have you ever had one of those absolutely great days at work? Everything is going the way it should, you're on schedule, and you're getting to meetings on time. Then someone verbally attacks you or metaphorically stabs you in the back. Aggressive people are arguably the most difficult type of people to work with. Hostile-aggressives openly antagonize people; passive-aggressives work behind the scenes with hidden agendas. No matter which type of aggressive behavior you have to deal with, you've got your work cut out for you.  That's where this course comes in handy. It details the characteristics of the six most common types of aggressive people and provides effective ways you can cope with their behaviors.  **Duration=3.0**

## Working with Arrogant and Duplicitous People

**COURSE TSA-COMM-WRKARRGDUPLICIT-0001**

Description: In certain settings, jesters and gossips can be quite entertaining. However, at the office or on a regular basis, they are not amusing. In fact, their habits can be quite destructive. If you've had it "up to here" with someone who has a head the size of a compact car, or if you're tired of hearing the latest malicious gossip from someone else, you'll want to take this course. After you've learned how to deal with arrogant and duplicitous people in this course, you'll never have to suffer from enlarged egos or minute self-images again.  **Duration=2.0**