

Resolving Conflict With Your Peers™

Purpose

The purpose of this module is to provide participants with a process for resolving conflicts with their peers that encourages shared solutions while building constructive work relationships.

Process

During this module, participants complete a variety of individual and group activities, skills practices, video segments, and large group discussions that explore the following topics:

- What's at the root of most conflicts
- The day-to-day conflicts they face
- Key actions for resolving conflicts with peers
- Planning for a real-life conflict conversation

Payoff

At the end of this module, participants will be able to:

- Work toward reducing the impact that conflict has on productivity and work relationships.
- Get a clear picture of the causes behind a conflict.
- Prepare to address conflict with a resolution mindset.
- Talk through a conflict situation objectively and non-defensively.
- Develop first steps and trial solutions to begin to resolve a conflict.
- Follow through to keep momentum headed toward a solution.

Key Content

Key Actions for Resolving Conflicts with Your Peers

1. Evaluate the situation.
2. Describe the conflict.
3. Find common ground.
4. Move forward.

Typical Time Investment

Time commitment Varies. Please discuss with your certified AchieveGlobal facilitator, or the authorized Distribution Partner. (4 Hours)



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Authorized AchieveGlobal Distribution Partner:

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