

# Resolving Conflicts Within Your Team™

## Purpose

The purpose of this module is to help participants resolve conflicts that hinder a team's ability to produce results.

## Process

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

- Team dynamics that negatively impact performance
- Key actions for resolving conflicts within their team
- Planning and practicing how to handle team conflicts
- Handling unproductive reactions
- Resolution options
- Supporting team member-led resolutions
- Action planning

## Payoff

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

- Identify behaviors that can fragment a team and negatively impact productivity.
- Demonstrate a set of key actions for resolving conflict within a team.
- Successfully manage unproductive reactions when dealing with team issues.
- Determine when leader-led or team member-led resolutions are most appropriate.
- Describe how to support team members who choose to address conflict themselves.

## Key Content

### The Key Actions for Resolving Conflicts Within Your Team

1. Describe the issue.
2. State the impact on results.
3. Invite an open exchange of reactions.
4. Ask for suggestions on ways to proceed.
5. Gain agreement on next steps.



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## Typical Time Investment

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

Authorized AchieveGlobal Distribution Partner:

Contact: **Lisa Jean Smith**

**507-793-2879 or 612-419-0571**

**[learningjourney@roundlk.net](mailto:learningjourney@roundlk.net)**

