

# Conflict Management

The Society for Human Resource Management recently reported that a large percentage (over half) of employees that are terminated from their employment are terminated because of an inability to relate to those they were required to work with. As pressures mount to do more with less the apparent conflict within organizations continues to increase.

The **Conflict Management** session addresses the following issues:

- The definition and identification of conflict within relationships.
- The typical costs and causes of conflict in relationships in the work setting.
- The identification of a simple model of dealing with conflict.
- The awareness one needs to have his/her approach to conflict.

In addition to traditional discussion of the issues identified above, the Conflict Management session will give the participant a chance to participate in two assessment instruments that reveal ones reasons for conflict and ones style of dealing with conflict.

The *Myers-Briggs Type Indicator (MBTI)* will surface the natural and frequent sources of conflict within ones personality type and preferences. Individuals sometimes see the world different and because of that difference will tend to vilify anyone that sees the world differently from them. This awareness suggest to the participant that this difference is just that, a difference and not a better or worse way of viewing the world around them.

The *Thomas Kilman Conflict (TKI)* questionnaire assists the participant in identifying their predominant style of dealing with conflict and shares appropriate information about when each style is useful. It also informs the participant about what an excessive use or infrequent use of each style creates within relationships.

To achieve application of learning resulting from this session several specific cases shave been developed to challenge the learning of the participant. Depending on the number of participants in the session, these cases are worked on individually or in teams.

