MANAGING CONFLICT

SYLLABUS

July 2020

Written & Delivered By:

MANAGING CONFLICT

Overview

No matter how much we all try to avoid it, no matter how good a communicator we are or how effective a leader, conflict is inevitable. And not all of it is bad!

Conflict can push us to re-examine what we think we know and strive to be our best. Even conflict that feels less-than-positive can give us the opportunity to practice conflict resolution and listening. This module examines different kinds of conflict and how to best deal with them, including what to do when conflict happens, how to minimize or remove barriers to conflict resolution, how to handle high maintenance relationships, and some tried-and-true rules for conflict resolution.

Improving your conflict management skills is useful in every part of your life, with positive results for relationships at home, and in the office.

Learners

This module is designed for learners who desire to improve their leadership, communications, and workplace skills.

The module may qualify for Continuing Education Units (CEU) for professional certifications depending on the professional association.

Module Authors

The author for this module is Peregrine Global Services headquartered in Gillette Wyoming and includes materials from a variety of sources as indicated within the module.

Learning Outcomes

The learning outcomes for the module are as follows. With the completion of this module, learners should be able to:

1. Describe what conflict is and some of the main reasons it happens.

2. Understand the potential sources of workplace conflict.

3. Apply guiding principles for dealing with workplace conflict.

4. Apply the CALM model in addressing workplace conflict.

5. Know how to minimize the resistance to conflict resolution.

6. Identify high-maintenance relationships in the workplace.

7. Understand and apply the rules for conflict resolution.

Curriculum

Section	Topics
Section 1: Introduction	• Introduction • Module Overview
Section 2: Defining Conflict.	• Defining conflict, 10 misconceptions about conflict, positive and negative conflict, 5 stages of conflict, common conflict responses, fears about workplace conflict, sources of conflict, observations about conflict.
Section 3: Guiding Principles for Dealing with Conflict	• Leadership, 6 leadership behaviors that help reduce conflict, 4 guiding principles for preventing and handling conflict.
Section 4: Resistance to Conflict Resolution	• 4 behavioral barriers, addressing your own barriers, 11 barrier removal techniques.
Section 5: High Maintenance Relationships	• Definition, 15 question self-assessment, types of high maintenance relationships, what to do about them.
Section 6: Handling Conflict	• The C.A.L.M. model.
Section 7: Rules for Conflict Resolution	• 10 Rules for conflict resolution.
Section 8: Summary and Assessment	• Summary • Assessment

Delivery

The module is delivered using Peregrine's Learning Management System (LMS) known as CMAD. Course instruction is with asynchronous online learning activities.

Assessment

Throughout the module, there are in-progress quizzes and short exercises to ensure understanding of the instructional content. A completion certificate is issued when the learner obtains at least 80% on the final exam.

Hours and Articulation

Learner hours are shown in the following table. The hours are based on both the time within the module and time away from the module conducting application activities.

Section	Hours
Section 1: Introduction	0.50
Section 2: Defining Conflict.	0.50
Section 3: Guiding Principles for Dealing with Conflict	0.50
Section 4: Resistance to Conflict Resolution	1.0
Section 5: High Maintenance Relationships	1.0
Section 6: Handling Conflict	0.50
Section 7: Rules for Conflict Resolution	0.50
Section 8: Summary and Assessment	0.50
Total Hours	5