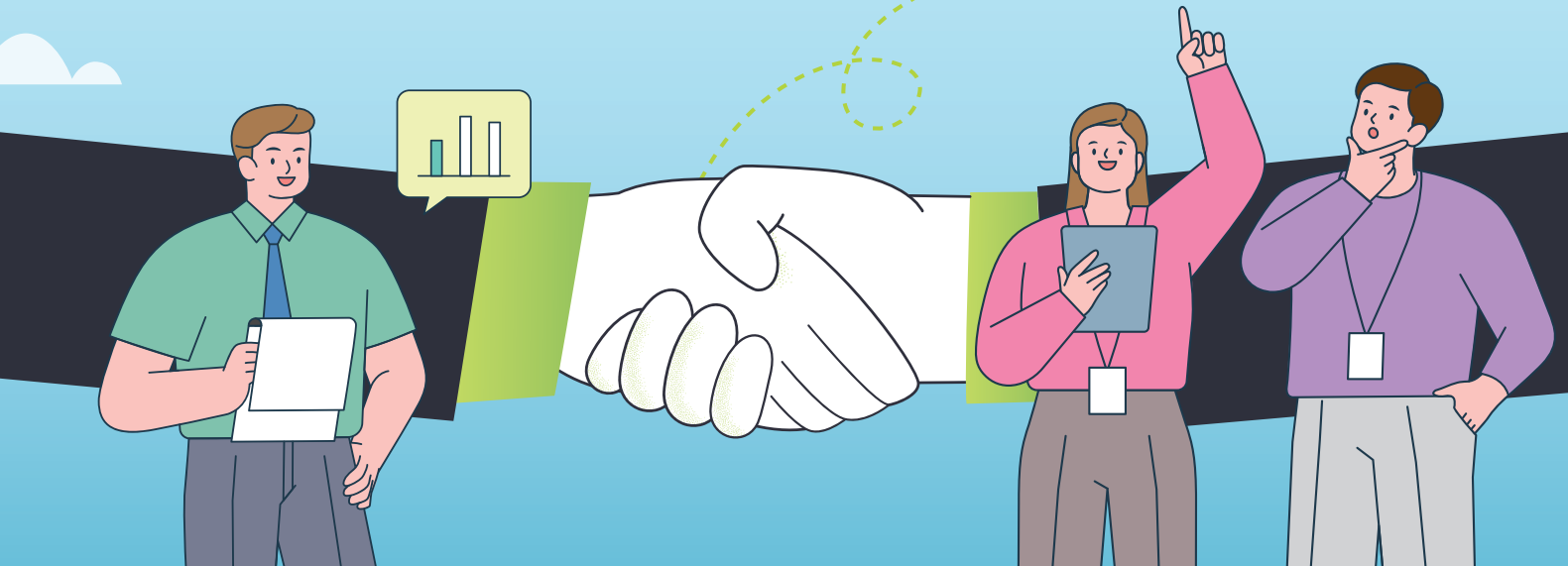




CONFLICT TRANSFORMATION



PROGRAM OVERVIEW

PERSONA



Aggregator

COMPETENCY



Navigating
Politics

SKILL



Leveraging
Political Savvy

This 1-2 day program equips leaders with the mindset and tools to approach conflicts constructively, transforming them into opportunities for growth, collaboration, and innovation. Participants will gain a deeper understanding of their team's dynamics and conflict-handling tendencies, enabling them to navigate disputes effectively. The program emphasizes building trust, fostering inclusion, and promoting sustainable, positive team relationships.

PROGRAM OBJECTIVE

By the end of this program, participants will:

- Understand the principles and processes of conflict transformation, including team conflict dynamics.
- Assess and interpret their team's conflict handling styles and tendencies to foster better alignment.
- Develop the skills to navigate difficult conversations and mediate disputes effectively.
- Learn strategies to build trust, promote psychological safety, and encourage collaboration during conflict.
- Design sustainable solutions that align with team and organizational goals.



PROGRAM OUTLINE

MODULE 1:

UNDERSTANDING CONFLICT TRANSFORMATION

- Explore the principles of conflict transformation versus conflict resolution.
- Understand the stages of conflict and how to shift from tension to constructive dialogue.
- Recognize the role of emotions, values, and power dynamics in conflict escalation.

MODULE 2:

UNDERSTANDING TEAM CONFLICT DYNAMICS

- Use tools and assessments to understand individual and team conflict styles and behaviors.
- Analyze how team dynamics influence conflict management outcomes.
- Learn to identify and address team-level triggers and patterns in conflict situations.



MODULE 3:

IDENTIFYING ROOT CAUSES OF CONFLICT

- Develop techniques to uncover the underlying causes of conflict within teams.
- Learn to identify hidden interests, unmet needs, and systemic barriers.
- Explore the influence of organizational structures and culture on team conflicts.



MODULE 4:

NAVIGATING DIFFICULT CONVERSATIONS

- Practice active listening and empathy to create safe spaces for dialogue.
- Learn to facilitate challenging conversations with team members constructively.
- Develop strategies to de-escalate tension and build understanding.

MODULE 5:

BUILDING TRUST AND COLLABORATION THROUGH CONFLICT

- Explore methods to rebuild trust and foster collaboration post-conflict.
- Promote psychological safety to encourage open communication and innovation.
- Learn how to align team objectives and create a shared vision for moving forward.

MODULE 6:

DESIGNING AND SUSTAINING SOLUTIONS

- Apply frameworks to co-create win-win solutions that address root causes of conflict.
- Integrate conflict transformation practices into team norms and processes.
- Develop strategies to sustain progress and ensure long-term team cohesion.

Period

**1-2
Days**

Program designed for:

Team Supervisor,
Section Head,
Line Manager

Department Manager,
Functional Manager