Resolving Conflicts Within Your Team
Use conflict for the good of the team

Course Overview

How You Will Benefit

Conflict resolution allows for constructive change to occur. If problems and disagreements are ignored rather than being handled constructively, things can only go one of two ways; either things stay the same, or they get worse. But, when people discuss their differences and work through them together, the stage is set for positive change to occur. Although it might be easier in the short term to leave things as they are, this struggle helps everyone involved in the conflict to work through the problem while developing stronger relationships.

Learning effective Conflict Resolution requires a lot of time and commitment. One of the ways to further engage your leaders in the conflict resolution process is to help them understand why conflict resolution is beneficial in the first place. If leaders can't see the need to effectively resolve conflicts they will not engage in the process, and your efforts to develop these skills in your organization will be unsuccessful.

Conflict resolution can also lead to new insights. If everyone agreed all the time, there would be no reason to consider different perspectives or look for new ways to handle situations. But when people share their own unique opinions and ideas, they offer others an opportunity to look at situations in different ways. This enables everyone to consider other perspectives and practice being open minded and flexible.

Benefits of Supervisory Success

A work environment that actively resolves conflicts within teams:

- Builds relationships
- Enhances team commitment
- Increases problem solving skills
- Leads to solutions
- Increases efficiency and productivity

Course Objectives

At the completion of this module participants will increase their ability to:

- Identify behaviors that can fragment a team and negatively impact productivity
- Resolve 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
- Support team members in addressing conflict themselves

Key Topics Covered

This course explores the following subjects in depth:

- Team dynamics that negatively impact performance
- Key Actions for addressing and resolving conflict within your team
- Planning and practicing how to handle team conflicts
- Handling unproductive reactions
- Options for resolving conflict
- Supporting team member led resolutions
- Action planning for the future

What the Course Offers

- Experiential learning setting
- Opportunity to learn from others while applying the concepts in a risk-free environment
- Complete set of materials including participant guide, classroom videos and learning summary cards

HOST
Honda Supplier Training