

## Training Course Overview

# BECOMING CONFLICT COMPETENT

We all have unique personalities that sit somewhere within the five categories recognised by Hippocrates some 2,400 years ago.

All personality types have their plusses and minuses when it comes to contributing to the success of an enterprise.

Competing, accommodating, compromising, avoiding, and collaborating are terms that have been used for years to describe personality – and that can be useful.

**BECOMING CONFLICT COMPETENT \*** deals with behaviour as opposed to personality.

The ability to contribute positively depends on behaviour, particularly when interacting with other personality types. Flexibility is needed to adapt behaviour for best results.

Studying your own behaviour through your own eyes, and more importantly through the eyes of your co-workers, forms a basis on which to logically modify actions that detract from your performance as a conflict competent player.

***Conflict Competence is all about behaviour: understanding why people act the way they do; why you act the way you do; and what to do about it to avoid bad conflict or crisis conflict, at its worst***

Craig Runde at the Center for Conflict Dynamics has developed a two-step process that addresses conflict competence by focussing on behaviour in the workplace.

**As an accredited facilitator of these two processes, I feel privileged to offer this world class training to build exceptional proficiencies to deal with those feelings of “...why do people behave like that?”**

\* <http://www.conflictdynamics.org/products/conflictcompetent.php>



**Craig Runde, Ph.D.**

*Our mission of the Center for Conflict Dynamics is to help organizations and individuals manage conflict more effectively. Our products enhance individuals' self-awareness about how they respond to conflict, improve their emotional intelligence, and sharpen constructive communications skills to help them become conflict competent.*

*The Becoming Conflict Competent (BCC) course provides a comprehensive solution for managing workplace conflict. Whether you are a team leader, a manager or a member of your organization's leadership team, the ability to handle difficult situations constructively and competently is critical to business success.*

*It is human nature to avoid confrontation and let problems fester.*

*Conflict Competence, your ability to lead and manage differences effectively, can transform costly situations into profitable outcomes. The key is in knowing how to manage conflict effectively.*

Sincerely,

**Craig**

---

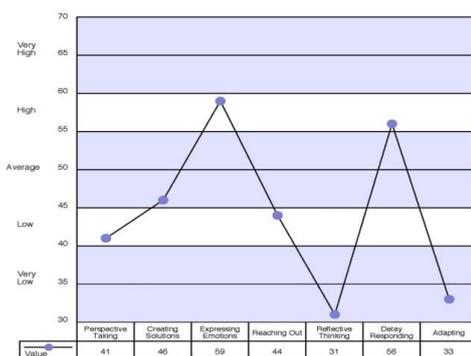
Craig E. Runde, director of new program development at the Eckerd College Leadership Development Institute (LDI), oversees training and development on the Conflict Dynamics Profile assessment instrument. He is the coauthor of *Becoming a Conflict Competent Leader* (Jossey-Bass and Center for Creative Leadership, 2007), *Building Conflict Competent Teams* (Jossey-Bass and Center for Creative Leadership, 2008), and *Developing Your Conflict Competence* (Jossey-Bass and Center for Creative Leadership, 2010). Craig is a frequent speaker and commentator on workplace conflict issues. Before joining LDI, he was the director of the International Center for Computer Enhanced Learning at Wake Forest University. He received his B.A. from Harvard University, M.L.L. from the University of Denver, and J.D. from Duke University.



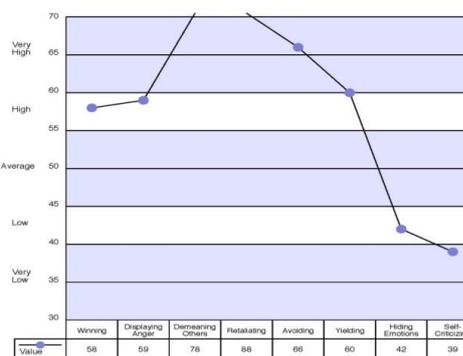
## TRAINING COURSE OVERVIEW

Before the course starts, a confidential profile is prepared for each person that focuses on their conflict and pre-conflict responses. Colleagues may express opinions openly, knowing the candidate never sees them. The results are then considered privately together with the candidate by Mervyn Malamed, an accredited CDP Professional. Conflict responses and hot-buttons that show up in the assessments are discussed, together with consideration of improving on those that may be destructive. Engaging in this process, the individual can improve their cognitive, emotional and behavioural skills.

**Constructive Responses**  
(Higher numbers are more desirable)

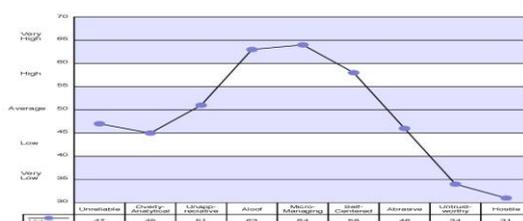


**Destructive Responses**  
(Lower numbers are more desirable)



**Hot Buttons**

(Higher numbers indicate greater frustration or irritation in response to this kind of behavior.)



These results are reviewed privately by an accredited professional together with each candidate. The course then provides powerful ways to improve self-awareness of those triggers and the responses they elicit.



## The Benefits of Conflict Competence.

*The ability to manage conflict effectively represents a strategic business advantage.*

### REDUCE COSTS

- Make better business decisions
- Implement initiatives more effectively
- Achieve substantial return on investment

### INCREASE PRODUCTIVITY

- Reduce absenteeism and increase “presenteeism”
- Increase organizational energy—and reduce individual stress
- Foster an environment of creative collaboration
- Generate creative solutions to problems

### RETAIN YOUR TOP PERFORMERS

- Strengthen supervisory relationships
- Keep your teams engaged and openly communicating
- Give your people the power to make a positive difference

### MANAGE RISK

- Reduce risk of violence, sabotage and vandalism
- Mitigate legal risks
- Better manage public perception of your organization's brand
- Workplace Conflict Drains Energy, Time and Money

### What to Expect from this Course:

The *Becoming Conflict Competent* course teaches you a complete process for resolving a wide variety of conflicts. You will learn how to turn conflict into collaboration. The course helps you customize your learning based on the results of your *Conflict Dynamics Profile™* assessment and gain practical tools and effective practices that you can begin to use immediately.



Specific elements of the course include:

### MANAGING EMOTIONS

Do you want to handle emotions — your own and others' — better during a conflict? Becoming Conflict Competent helps you recognize your own personal hot buttons and learn how to cool yourself and others down in tough situations.

### EXPLORING SYSTEMIC INTERESTS

The course takes a systems view of conflict — how all parties are experiencing the conflict. Seeing the whole picture, you will better understand what you want out of the situation and, equally important, understand what others want as well.

### USING REFLECTIVE SELF-TALK TO DECONSTRUCT CONFLICTS

Becoming Conflict Competent incorporates Dr Miller's Information Wheel® — the structure of any conflict — to help you make sense out of a conflict. Six related talking skills help you express what you're observing, thinking, feeling, wanting, and doing to address the situation.

### LISTENING TO COMPREHEND

The Listening Cycle® provides a map of five effective listening skills that are essential for understanding others' experience of a conflict accurately and discovering potential solutions.

### OPERATING IN THE SKILLSZONE™

Conflict competence engages others constructively from a powerful interactive space between flight and flight. Here you go to the heart of the conflict and create a best fit resolution. During the course you learn how to enter, stay in and return to the SkillsZone. You practice skills and processes to address real conflicts and receive feedback in a safe, controlled environment.

