SBCS
GLOBAL LEARNING INSTITUTE

Course Name:	**Managing Conflict and Dealing with Difficult Team Members**
Contact Hours:	**12**
Pre-requisites:	**None**

Abstract

We can get to a place where it feels like everyone we speak with is either having a bad day, or that we are having a bad day ourselves. We feel like we constantly meet people who seem to be inconsiderate, stubborn, incorrigible, miserable, lacking manners and courtesy, or passive-aggressive. Sometimes we may seem be equally irascible ourselves.

While it might seem that the easiest remedy is to lock yourself up at home and avoid people entirely, we eventually have to step outside and have an interaction with somebody - go to work, make a call, send an email, message or voice note.

Our greatest fear in these scenarios perhaps, is that the conversation in which we have to confront someone may devolve into a shouting match, or a barrage of reciprocated retaliations that involve insults, accusations and blame, which cause us deep personal and public embarrassment.

Overcoming these difficult moments comes from understanding how and why we behave as we do, why others do (triggers, root cause analysis), as well as how we can positively influence others. If we approach difficulties as needing to take place in one or a series of conversations, and we approach those conversations with a plan, wise tools, techniques and strategies, we will find that either our perception of people as difficult may change, our approaches to them, or the situations we have to manage where people may have seemed difficult lead to practical solutions. We ultimately also engage in more meaningful and significant conversations.

In this online series of six, two-hour sessions each, participants will learn how to turn difficult situations into opportunities for growth.

By the end of these sessions you will:

1. Understand yourself better - your core values, personality, (including triggers and pet peeves) and how they may differ from others' with whom you interact. (Personality Diagnostic)
2. Recognize how your attitudes and behaviours impact others.
3. Use techniques for managing and dealing with anger and honing your Emotional Intelligence.
4. Employ Conflict Management Styles to deal with difficult Team Members
5. Develop an action Plan for coping with Conflict and Difficult Team Members.

Learning Outcomes

Session 1:

Expectation Levelling – Introduce yourself to your online session Team Members, share why you are pursuing this course and what your personal learning objectives are. Your facilitator will apprise you of the flow and format of the sessions.

Session 1 – Part 2: Understanding Self

You will engage in a quick valid and reliable diagnostic exercise, which will determine key aspects of your personality. Debriefing will entail sharing feedback from the exercise on who you are with each other and observing the similarities and differences in personality among yourselves.

Session 2:

Conflict & Common Causes of Conflict

You will define Conflict and explore how it is a very normal part of healthy relationships. Common causes of Conflict will be discussed.

Session 3:

Conflict Management Styles

Five Conflict Management Styles will be discussed and Team members will complete a Conflict Styles Assessment to help analyze how you currently handle conflict and how you might be able to do it differently.

Session 4: Use your Emotional Intelligence to Manage Conflict and foster better interactions with difficult Team Members

You will explore six components of Emotional Intelligence – Self Awareness, Self-Management, Social Awareness, Relationship Management, Self-Motivation and Empathy. Knowing and employing these will give you options to prevent and circumvent problems and diffuse difficult situations.

Session 5: Get to the Heart of the Problem

Far too often we deal with the symptoms of difficult scenarios and do surface level analysis of why people behave the way they do. We must delve deeper, using root cause analysis, to discern the why behind the difficult behaviour or Conflict. This session will give you some techniques to get to the heart of a problem.

Session 6: The Three-Step Conflict Resolution Model

During this session, we will look at a three-step process that can help participants resolve Conflict. Participants will also have an opportunity to apply the model to a difficult situation.

Session 6: Series Wrap-Up

Team members will engage in reflective exercises and produce an action plan for their future interactions with difficult Team Members and Conflict scenarios.

Resources, Learning Methodology and Materials to be used during the sessions include PowerPoint presentations, Videos, Case Studies, Breakout Sessions, Discussions, Diagnostic exercises.