

Conflict Management Skills

Training Overview:

Don't let conflict tear your team apart. Learn the differences between healthy and unhealthy conflict—and how to respond constructively when tensions rise. Discover the primary styles of conflict and how to resolve your differences peacefully and productively. Turn conflict into an opportunity for growth, greater understanding, and stronger relationships.

Benefits of Good Conflict Management:

- Builds a culture of trust
- Improves communication
- Strengthens relationships
- Improves productivity
- Reduces stress
- Decreases time lost due to conflict
- Encourages respect

This comprehensive and effective training provides you with the tools you need to successfully identify and resolve conflict, restore relationships, and help your organization grow.

Learn How To...

- Identify your own personal conflict style
- Identify others' conflict styles
- Build a culture of trust
- Rebuild trust after conflict
- Resolve conflict positively and proactively
- Turn conflict into an opportunity for growth

Conflict does not have to be destructive. Effective conflict resolution strengthens relationships and fosters growth in your organization!

Training includes follow-up by a Strata Account Executive who can provide additional support and information. Other training topics that complement this course include: "Leading Organizational Change," "Building Teamwork," and "Managing Workplace Stress."

Presenter:

Dr. NATHAN MELLOR - CEO



Dr. Nathan Mellor serves as CEO of Strata Leadership based in Oklahoma City, Oklahoma.

Nathan holds the Bachelor of Arts and the Master of Science in Education degrees from Harding University. He earned the Master of Dispute Resolution degree from the Pepperdine University School of Law – Straus Institute for Dispute Resolution, and the Doctor of Education in Organizational Leadership degree from Pepperdine University.

Dr. Mellor has consulted, trained, and lectured throughout America and abroad, including Alaska Dept of Legislative Audit Division, American Airlines, Bob Moore Auto Group, Boulder County Sheriff's Dept, California State University System, CoorsTek, Devon Energy, Edward Jones, City of El Paso, Jasco, Kansas Aviation, Kimray, LexisNexis, Locke Supply, Mississippi Dept of Human Services, Nationwide Insurance, Oklahoma City Police Dept, Oklahoma Dept of Human Services, Oklahoma Realtors Association, ResCare, SandRidge Energy, TEDxOU, Texas Dept of Agriculture, Texas Juvenile Justice Association, U.S. Department of Energy, U.S. Food and Drug Administration, Virginia Dept of Social Services, and many others.

In pursuit of education, humanitarian, and religious interests he has studied or taught in Australia, Belize, China, England, Guyana, Israel, Jordan, Mexico, Russia, and Rwanda. He has nearly 15 years experience teaching undergraduate and graduate courses at Baker College, Pepperdine University, and Oklahoma Christian University. Leadership programs codeveloped by Dr. Mellor, including Peace Through Business Rwanda and Four Star Debate with General Tommy Franks, have been highlighted on CNN Inside Africa, FOX News, and FOX Radio. Nathan and his wife Christie were married in 1997 and have two daughters. You can read monthly articles by Dr. Mellor in the Character Core Magazine or Core Insights blog.



Full-Day Course Outline:

1. The C3 Concept™
2. Understanding Conflict
3. Conditions that Encourage Conflict
 - Zero-sum thinking
 - Disparity
 - Scarcity
 - Status inconsistency
 - Distrust
 - Rapidly expanding achievement
 - Lack of normative consensus
4. Five Styles of Conflict
 - Avoiding
 - Yielding/Harmonizing
 - Compromising
 - Competing/Directing
 - Problem-Solving/Collaborating
5. Responding to conflict

(Note: an abbreviated course is available as a 100-Minute Workshop.)