

Caliper University Course Overview

Resolving Conflict Masterfully

Learning Objectives

1. Differentiate between healthy conflict and the need for a conflict resolution strategy
 2. Readily identify my own drivers & triggers in conflict
 3. Develop effective strategies for conflict intervention based on my behavioral style
 4. Become more confident of my ability to manage conflicts to enhance productivity and performance
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Course Outline

What Conflict Brings to the Work Place

Content: Recognizing when positive conflict is productive in the work environment; discussion of sources of conflict; discussion of the costs of unresolved conflict

Activities: Large group discussion based on pre-work scenarios, with leadership tie-in; individual selection of workshop conflict scenario for development in workshop

Four Personality Triggers that Escalate Conflict

Content: Typical conflict escalation patterns; unique conflict triggers based on participants' Caliper Conflict Approach results

Activities: Small homogeneous group or partner discussion of personality drivers and conflict triggers (based on participants' Caliper results); Large group debrief of patterns that emerge

Defusing Conflict Successfully

Content: 5-step conflict resolution model and context for applying it in multiple scenarios (Caliper Conflict Approach)

Activities: Application of Caliper Conflict Approach with case study examples, in preparation for individual application in next section

Applying Four Behavioral Responses to Conflict

Content: 4 unique behavioral responses (based on participants' Caliper results); each default behavior applied to the Caliper Conflict Approach.

Activities: Small homogeneous group or partner identification of behaviors; mapping & application of Caliper Conflict Approach to identified conflict scenario

Take Home Resources

Individual Results | Caliper Profile Insight Report
Individual Results | Caliper Conflict Behaviors
Handout | Course Summary
Handout | Caliper Conflict Approach Worksheet