

Conflict Management: Thomas-Kilmann & 7 Cs

Learn to manage workplace conflict using the Thomas-Kilmann Instrument and the 7 Cs of communication.

16 Hours

DURATION

6

MODULES

31

TOPICS

COURSE OVERVIEW

This course opens by examining what conflict is and how it shows up in everyday workplace situations, then introduces the Thomas-Kilmann Instrument and its five conflict-handling modes of collaboration, compromise, accommodation, competing and avoiding. It covers building a constructive space for resolving disputes, including neutralising emotions, setting ground rules and identifying mutual gains, followed by techniques for tracing conflicts to their root cause. It then addresses communication skills such as the 7 Cs, active listening, open-ended questions and assertive behaviour, and closes with the Chimp Paradox mind management model, third-party intervention and recognising healthy conflicts.

WHO THIS COURSE IS FOR

Team Members

Team Leaders

Managers

HR Professionals

Customer-Facing Staff

LEARNING OBJECTIVES

Training Takeaways :-

- Avoiding the feeling of being used like a 'door-mat'
- Reducing aggressive behavior
- Remaining calm when dealing with conflict and difficult situations
- Working more effectively with others through honest and open communication
- Understanding others' underlying concerns and reach win-win situations
- Assertively persuading others to reach a particular decision at a particular point in time

6 Modules, 31 Topics

01

Introduction

TOPICS

- Icebreaker
- **Understanding:** What is Conflict?
- **Personal Anecdotes:** Day to Day Conflicts at Workplace

02

Thomas Kilmann Instrument

TOPICS

Collaboration · Compromise · Accommodation · Compete and Avoid

03

Build a Space

TOPICS

- Neutralize Emotions
- Chose Time & Space
- Set Ground Rules
- **Circle of Want:** What do I want: What do they want: What do we want
- Benefits of Conflict Resolution
- Creating a Positive Space

04

Time to Shine

TOPICS

Road to Root Cause · Forget and Forgive · Cause & Effect · Evaluate to Excel · Digging Mutual Gains

05

Learning Communication Skills

TOPICS

- 7 Cs of Communication
- Active Listening
- Managing your Emotions - Circle of Concern, Influence and Control
- Open End Questions
- Usage of Right Vocabulary
- The art of Saying No
- Dealing with Assertive and Submissive Behaviour

06

The Chimp Paradox

TOPICS

One minute observation test · The chimp paradox - Mind Management Model · Third party intervention · Lightbulb Moment · Agreement Box · Recognize Healthy Conflicts

WHAT IS INCLUDED

Everything You Need to Succeed

- Koenig course material for every module
- Delivery by certified instructors and subject matter experts
- Hands-on exercises throughout the course
- Course completion certificate from Koenig

Who We Are

Established in 1993, Koenig Solutions is a globally recognised training provider with 35+ technology partnerships, 5,000+ training programmes and a network of certified instructors and subject matter experts, supporting individuals and enterprise teams worldwide.

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