

**Conflict Resolution and Difficult Conversations**

**Course Number:** ITL-134  
**Duration:** 1 day

**Overview**

This Conflict Resolution and Difficult Conversations training course teaches students how to avoid and resolve conflict. Students learn how to maximize conversational effectiveness to prepare for difficult conversations using the ALERT process.

**Prerequisites**

No prior experience is presumed.

**Materials**

All attendees receive comprehensive courseware covering all topics in the course.

**Software Needed on Each Student PC**

For in-person deliveries, attendees do not need computers for this course. We will provide full classroom setup instructions that will include seating in small groups, with supplies such as flipcharts, sticky notes, markers, and pens for the attendees and a projector and Internet connection for the instructor's laptop.

Online deliveries for this interactive training will use an online meeting platform (such as Zoom, WebEx, GoTo, or Teams) to have face-to-face contact online, including use of breakout rooms for group activities.

**Objectives**

All students learn how to:

* Understand conflict sources, dynamics, and resolution
* Use key conflict resolution strategies to reduce or end conflict
* Employ a seven-step conflict resolution process
* Use the ALERT Difficult Conversational Process

**Outline**

* Introduction
* Initial Thoughts and Vocabulary
  + The typology of conflict
  + Types of conflict
  + The conflict spiral
  + ERIC, VASE, and special question types
* Conflict Strategies
  + Rationale and action
  + Collaboration vs. compromising
* Quick Conflict Resolution Tips
  + Techniques to establish a positive dialog
  + Defining a workable solution
  + Dealing with and defusing high emotions
* The Conflict Resolution Process
  + A seven-step process moving from defining the issues at hand, through resolution, and ending with ways prevent future conflicts
* Conversational Tips and Techniques
  + General ground rules
  + Constructive feedback
  + Question restatement
  + Addressing employee responses
  + Action / Reaction(s)
  + Ways to say ‘no’
  + Use and observation of body language
  + Value of storytelling
* Discussion Preparation
  + Defining your goals, risks, and results
  + Time, location and venue
  + Orchestrating the listening framework
* Five-Step ALERT Conversation Process Overview
* Conclusion