DALE CARNEGIE®
TRAINING

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Competencies that are addressed:

PRIMARY COMPETENCY CATEGORY:

- **Conflict Resolution**—Creates harmony in stressful interpersonal situations and brings people together who have been separated by their differences.

RELATED COMPETENCY CATEGORIES:

- **External Awareness**—Sees things from multiple points of view. Is mindful of how actions impact others. Keeps up to date with issues that affect area of responsibility.

- **Communication**—Advances the abilities of individuals and the organizations through active listening supported with meaningful oral and written presentation of information.

Internal Conflict Resolution

SUMMARY

People respond to internal conflict in a range of attitudes from passive, to assertive and aggressive. Understanding the sources of conflict like processes, team roles, interpersonal relationships, direction of the team, and external factors helps people to take personal responsibility and develop conflict strategies.

CONTEXT

When the elder John D. Rockefeller was setting up the Standard Oil Company, he said, "The ability to deal with people is as purchasable a commodity as sugar or coffee, and I will pay more for that ability than for any other under the sun."

The ability to deal with people is even more important today with the pressures of your fast-paced environments. Being able to handle conflict in a productive way is frequently mentioned as one of the most challenging skills for people.

In this module, you will be able to work on ways to better manage the day-to-day conflicts that can undermine the efforts of the most well-intentioned team. You will take a structured approach to conflict situations and provide methods to help us resolve the conflicts and foster a more cooperative environment.

At the completion of this module, participants will be able to:

- Understand reactions to conflict in order to better manage attitudes

- Analyze conflict situations to determine best approach to achieve desired outcomes

- Develop conflict resolution strategies that foster teamwork

"Don't be afraid of opposition. Remember, a kite rises against, not with, the wind."
—Hamilton Wright Mabie