

A background image showing a group of business professionals in a meeting. They are gathered around a table, looking at documents and talking. The image is slightly blurred and has a blue tint.

# Confront Collaboratively™

Confront Collaboratively™: Managing Conflict for Mutual Gain takes the position that conflict can be managed and resolved by understanding the source of the conflict and by consciously choosing your approach.

And, when the issue and working relationship are critically important to your job, collaboration skills are the best way to turn confrontation into cooperation.

Confront Collaboratively is based on a collaborative program design between The TRACOM Group and JBK, Inc. This workshop combines the research and experience of both organizations.

Countless hours are spent dealing with unproductive tension and conflict in the workplace. There is a ripple effect throughout the organization as project teams, customers, work groups and individuals try to deal with the conflict. Time is wasted, decisions are not made, miscommunication occurs, and action items are not taken.

Clearly, conflict affects the bottom line results of the organization. Some believe that conflict is productive. Others believe it unproductive. Everyone agrees that it is ever-present in today's fast-paced organizations.

Conflict is inevitable. How you manage it is optional. Most people are baffled at how to deal with the unproductive tension they encounter in their workplace.

Should I fight back, speak my mind or give in just to make the conflict go away, even if momentary. And what do I do when I ask for support within my own company and I am met with a "No, I don't have time. That is not my priority."

Unfortunately, most people cannot accept "No" for an answer because the request was a top priority for their job. So, how should you handle such conflicts?

Confront Collaboratively provides the skills and processes to do just that.



## PROGRAM SUMMARY

Confront Collaboratively: Managing Conflict for Mutual Gain is a two day workshop designed to help new or experienced business professionals gain knowledge and skills at managing and resolving workplace conflicts with their peers and colleagues, managers, direct reports, customers, or suppliers.

Confront Collaboratively helps the business professional understand the source of the conflict and teaches proven methods and skills to manage and resolve the conflict in a way that creates a good outcome for both sides with the relationship maintained.

The workshop consists of two distinct, yet interrelated, modules comprising the methodology to identify and resolve inevitable workplace conflicts.

### MANAGING CONFLICT FOR MUTUAL GAIN

- Understand the impact of culture and perception on conflict.
- Explore how SOCIAL STYLE<sup>®</sup> behavioral differences can lead to conflict and learn a strategy to productively manage these differences.
- Understand that differences in values, data, relationship, structure and role, and procedures can all be sources of conflicts and learn effective responses to these conflicts.
- Identify 5 conflict management methods and assess your own preferred methods.
- Discover which methods for handling conflict are appropriate in given circumstances.

### NEGOTIATION PROCESS

- Effectively use a 4-phase collaboration process when the outcome and the relationship are of high importance.
- Learn to Manage Yourself and encourage the other party to do the same in order to shift the conversation from an adversarial, competitive one to joint problem solving.
- Effectively Acknowledge Their View to communicate that you genuinely understand their request, concerns, or issues in order to encourage them to listen to you.
- Identify common perception problems including job/functional group stereotyping and blaming, the role they play in the conflict, and learn strategies for solving perception problems.
- Learn to Explore the Issues and Develop Solutions by identifying what lies beneath the surface of the problem or conflict so that you can effectively craft solutions for mutual gain.
- Ask insightful questions and actively look for flexibility.
- Create solutions by including exchanges of give and take.
- Deliver bad news that a solution or request is not acceptable in a way that the other person can accept and keeps the collaboration going.
- Be able to Reach Closure on a mutually acceptable solution particularly when you are faced with someone still resistant to cooperation.
- Apply the skills to your individual most difficult workplace conflict.

## OUTCOMES

Upon completion of Confront Collaboratively, participants will:

Communicate more effectively with colleagues, direct reports, management, customers, and other business partners.

Understand how conflict forms and be able to choose an approach to effectively manage the conflict.

Resist relationship damaging tendencies in conflict situations.

Be more willing to proactively address conflict situations.

Be able to resolve conflict through collaboration when the outcome and the relationship are of high importance.

Develop skills that are applicable both inside and outside of the workplace.

### SESSION LENGTH

Two days—implementation to suit your scheduling needs.

### PARTICIPANTS

Confront Collaboratively benefits contributors at all levels of all levels—new to experienced—and can be conducted to great advantage in intact work groups.

### PARTICIPANT MATERIALS

Participant guide.

### LEADER MATERIALS

Leaders guide, program video and presentation materials.



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