Sample

COURSE OUTLINE

MANAGING CONFLICT AND RESISTANCE

INTRODUCTION:

Working with so-called difficult employees can be one of a manager's biggest headaches. People oftentimes come across as difficult because they handle conflict differently than we do. In fact, others' approaches to conflict can often seem counterproductive, confusing, or even bizarre. This course provides managers with a simple, direct way to understand the different fears that drive much of the conflict and resistance they see. Through DiSC®, managers learn their style of handling conflict and understand how that style might differ from their employees' methods. They also take time to recognize how quickly employees' fears can disengage them from a team or project. Participants learn how and why different people become threatened and discover skills for relating more effectively with people of all styles.

OBJECTIVES:

This program is designed to help participants:

- Understand the impact that their conflict style has on other people
- Recognize how their employees handle conflict differently than they do
- Use DiSC to recognize the fears and goals of their employees
- Identify and reduce the opposition and resistance of their employees
- Explore ways to improve their communication with each style

COURSE OUTLINE:

MODULE NUMBER	MODULE TITLE	ESTIMATED TIME
INSIGHT MODULE 1	Management Set-Up	45 Minutes
INSIGHT MODULE 3 *(Optional)*	Administration of *DiSC Classic* Paper	20–30 Minutes
INSIGHT MODULE 4	Discover Four Styles of Behavior and Explore the General Preferences of Your Style	75–90 Minutes
	BREAK	15 Minutes
INSIGHT MODULE 6	Learn About Your Behavior When You Are in Conflict With Others	60–75 Minutes
	LUNCH	60 Minutes
INSIGHT MODULE 11	Learn How to Address Goals and Fears to Gain Commitment	75–90 Minutes
	BREAK	15 Minutes
INSIGHT MODULE 9	Learn How to Adapt Your Communication to Different Styles	60 Minutes
INSIGHT MODULE 2	Management Close	20–30 Minutes
	TOTAL*	**7–8 HOURS**

*Add 20–30 minutes to your seminar time if you plan on using Insight Module 3 and administering the *DiSC Classic* paper profile in class.

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