

Dealing With Conflict and Negativity in a Project Management Environment - 2 Day

PDU's - 14

Course Description: This intensive two-day course will focus on ways to reduce professional or personal conflict and negativity. Participants will gain insight into ways to acquire control of volatile situations and prevent anger from escalating. They will learn how to turn around negative situations in the workplace. They will receive clear steps of action for getting to the root of the conflict. Attendees will examine why negative situations ripple into every area of the organization. They will discover ways to facilitate bad situations, techniques for gaining consensus, and simple confrontation techniques that reduce stress will all be examined. They will create approaches which will turn a negative situation into an optimistic workforce.

Method of teaching: *Students will use discussion, cases, and group activities to facilitate the course.*

Course Objectives:

- Discuss the positive side of conflict
- Define conflict
- Analyze eight most common times for conflict
- Identify six reasons for conflict among workers
- Utilize rules for handling anger
- Choose words to use that help
- Create action plans for quick resolution
- Analyze hostility and how it surfaces
- Examine how to handle personal and professional hostility
- Compare levels of group conflict
- Review active listening skills
- Discuss hedge words people use to distort communication
- Analyze techniques people use to avoid issues
- Understand seven stages of group conflict
- Create a code of conduct for controlling a resolution meeting
- Compare ways to confront others while helping them save face
- Examine confrontation techniques
- Review assertiveness techniques
- Apply facilitation skills for allowing everyone to be heard
- Discuss the facilitator's responsibilities
- Create questions to guide others through the process
- Analyze ways to prevent arguing

- Discuss times to make amends
- Examine definition of negativity
- Analyze the cost of negativity in U.S. organizations
- Evaluate the challenges of the modern workplace
- Formulate a five step approach in examining negativity
- Review the CIA way negativity grows
- Explore the inner/personal dialog
- Identify the family influence
- Assess ways for rebuilding trust
- Discuss situational, habitual, and chronic negativity
- Discuss the effect of someone else's negativity on you
- Create stair steps toward negativity
- Comprehend results of negativity
- Compare ways in dealing with the negaholics
- Understand rules for confronting negativity
- Analyze how to break the victim complex
- Define ways to impact negative culture
- Discuss how to fight personal negativity
- Create an action plan