

## Leadership Skills

# Conflict Resolution and Emotional Intelligence

Length: 3 Days

## COURSE CONTENT

### DAY 1:

#### LEADERSHIP APPROACHES

- Identifying the actions of successful leaders
- Defining high-performing, winning teams
- Embracing situational vs. positional leadership behavior

#### COMMUNICATING EFFECTIVELY AS A LEADER

- Understand the dynamics of workplace communications
- Communicates expectations & goals clearly
- Seeks feedback from others
- Gives positive feedback and praise when appropriate
- Adjusts the assertiveness of the communication to the situation

#### ACTIVELY LEADING

- Understands expectations for responsibility and accountability
- Makes effective workplace decisions
- Improves individual and group performance
- Builds a teamwork environment
- Manages time and priorities

#### COACHING FOR IMPROVED PERFORMANCE

- Helps people achieve goals
- Uses coaching techniques effectively

### DAY 2:

#### CONFLICT RESOLUTION

- What is Conflict?
- What is Conflict Resolution?
- Understanding the Conflict Resolution Process
- Collaborating
- Competing
- Compromising
- Accommodating
- Avoiding

#### HANDLING CONFLICT SKILLFULLY

- Leads by example during times of conflict and stress
- Understands the various types of workplace conflicts
- Handles the conflict situation skillfully
- Anticipates and plans for conflict before it happens

#### CREATING AN EFFECTIVE ATMOSPHERE

- Neutralizing Emotions
- Setting Ground Rules

#### CREATING MUTUAL UNDERSTANDING

- What Do I Want?
- What Do They Want?
- What Do We Want?

#### FOCUSING ON INDIVIDUAL NEEDS

- Finding Common Ground
- Building Positive Energy and Goodwill
- Strengthening Your Partnership

### **GETTING TO THE ROOT CAUSE**

- Examining Root Causes
- Looking at Cause and Effect
- The Importance of Forgiveness
- Identifying the Benefits of Resolution

### **GENERATING OPTIONS**

- Generate, Don't Evaluate
- Creating Mutual Gain Options and Multiple Option Solutions
- Digging Deeper into Your Options

### **BUILDING A SOLUTION**

- Creating Criteria
- Creating a Shortlist
- Choosing a Solution
- Building a Plan

### **DAY 3:**

#### **EMOTIONAL INTELLIGENCE**

- Emotional Intelligence in the Workplace

#### **PARTICIPANT CHALLENGES AND GOALS (EI)**

#### **THE FIVE COMPETENCIES OF EMOTIONAL INTELLIGENCE**

- Self-Awareness
- Self-Regulation
- Self-Motivation
- Empathy
- Effective Relationships

#### **OUTCOME THINKING (EI)**

#### **DEALING WITH INDIVIDUAL CHALLENGES (EI)**

#### **ACTION PLANS (EI)**

- Develop an Action Plan