



3-DAY TRAINING PROGRAM

CONFLICT DIAGNOSTICS

Navigating through and managing conflict in the workplace is a challenging process. It is critical to develop competency in analyzing conflict situations and determining appropriate action. Utilizing CCR International's Appropriate Responses to Conflict Spectrum™ *Conflict Diagnostics* will equip you to make effective choices in addressing conflicts in the workplace.

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In this 3-day Training Program you will:

- Enlarge your understanding of conflict and the options for responding to it
- Become proficient with CCR International's Appropriate Responses to Conflict Spectrum™
- Develop a framework for assessing conflict situations
- Learn to effectively use diagnostic tools in analyzing conflict situations
- Increase your confidence in recommending responses to conflict situations

The Agenda:

DAY 1 – EXPLORING THE OPTIONS

Patterns of Conflict

- Appropriate Responses to Conflict Spectrum™
- Process Options for Conflict Resolution

DAY 2 – DIAGNOSTIC FUNDAMENTALS

Diagnostic Tools

- Assessment Skills
- Conflict Analysis

DAY 3 – BUILDING ASSESSMENT SKILLS

Assessment Interviews

- Developing Recommendations
- Conflict Diagnostic Simulation

CCR International Training Programs are highly interactive. Participants experience real life situations through case studies, role-plays, and exercises. This allows participants to explore their questions, issues, and needs while utilizing proven models and theories to inform this exploration. The intended outcome is always action – the ability to resolve conflicts more effectively.

Conflict Diagnostics can be customized to meet the unique needs of your organization.

CCR

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