COURSE SYLLABUS

Constructive Conflict Resolution Course (Self-Paced)

Conflict is inevitable, but transforming it into positive outcomes is a skill. Learn how to shape even the most difficult circumstances into satisfying, win-win experiences. Discover a wide variety of proven constructive approaches that lead to productive resolutions and teaching moments. Develop the tools for quickly analyzing and responding to difficult situations and share them with your team to make conflicts approachable and productive.

> Group classes (Live Online) and onsite training are available for this course. For more information, email onsite@graduateschool.edu or visit: https://www.graduateschool.edu/courses/constructive-conflict-resolution-online



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Course Outline

Module 1: Defining Conflict

- Explore personal beliefs and definitions of conflict
- Distinguish healthy vs. unhealthy conflict
- Identify routine and hidden sources of workplace conflict
- Recognize how biological stress responses influence reactions

Module 2: Using Active Listening Skills

- Assess personal listening style and identify common listening blocks
- Use active listening strategies including paraphrasing and perception checks
- Recognize how tone, nonverbal cues, and filters affect communication

Module 3: Acting Assertively

- Distinguish between passive, aggressive, passive-aggressive, and assertive behaviors
- Practice assertive strategies using DESC scripts and systematic techniques
- Develop confidence to express needs clearly and respectfully

Module 4: Giving Effective Feedback

- Use a four-part feedback model: Micro-Yes, Data Points, Impact Statement, and Question
- Apply practical feedback guidelines to prevent defensiveness
- Understand how tone, timing, and clarity improve conflict conversations

Module 5: Recognizing Conflict Management Styles

- Complete the Thomas-Kilmann Conflict Mode Instrument (TKI)

- Identify personal conflict-handling styles and preferences
- Recognize styles in others and adapt responses appropriately

Module 6: Resolving Structurally Based Conflict

- Identify organizational causes of conflict such as perceptual, value, and role differences
- Analyze structural conflict using real-world work scenarios
- Understand role pressures and status conflicts in teams

Module 7: Understanding the Role of Values in Conflict

- Explore how personal and work-related values influence conflict
- Apply value-awareness in case studies such as ethical dilemmas
- Identify when value clashes can or cannot be resolved

Module 8: Negotiating Win-Win Contracts

- Apply five principles and six phases of the win-win model
- Use tools such as perception sharing, factual anchors, and brainstorming
- Generate and evaluate collaborative solutions through structured negotiation

Module 9: Analyzing Conflict

- Diagnose conflict symptoms, causes, and stakeholder dynamics
- Apply a five-step model: Define, Describe, Analyze, Diagnose, and Prescribe
- Create strategic action plans for resolving real-life workplace conflict