COURSE SYLLABUS

Constructive Conflict Resolution Course

Master the skills to transform conflicts into productive, win-win outcomes using proven constructive approaches.

> 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



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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