# Course Content

## Course Description:

Conflict at work is inevitable. How do you handle yourself during conflict with difficult people and situations? Do you utilize effective strategies and skills during conflict or do you just react?

Conflict and difficult people exist at work as in all facets of life. Since you can't prevent conflict, the most important thing is to learn how to manage conflict in productive ways. There are several strategies for coping with conflict and difficult people --knowing when and how to use these techniques can make you a more effective business professional and reduce the stress in your life.

In this class, you will learn the cycle of conflict and the role we play in that cycle. You will learn about different types of conflict and how to work effectively to manage those scenarios. You will utilize different communication modalities to increase your chances of turning a conflict or stressful situation into a dialogue of cooperation. You will understand the ten different types of people and what motivates them. Once you understand what motivates them, you can be more effective in facilitating tough situations and people so you can get work done without hassle and stress.

## Topics:

### Module 1: Cycle of Conflict
- Understand the cycle of conflict (what causes it, how it perpetuates, and how to stop the cycle)
- Know Thyself: Recognize how your own attitudes and actions impact others
- Apply the 4 different justification lenses used during conflict and stressful situations (including work and personal)

### Module 2: Conflict Resolution 101
- Learn techniques for managing and dealing with anger
- Master body language and eye contact techniques using current research on the crucial roles they play during conflict
- Utilize a 4 Step Tool that will help turn a conflict situation into cooperation

### Module 3: Identifying and Understanding the 10 Types of Difficult People
- Identify the 10 Types of Difficult People Understand and apply the motivational factors of the 10 difficult people
- Develop new strategies and apply researched strategies on how to effectively work with difficult people in stressful situations

### Module 4: Developing an Action Plan
- Get work done by creating an action plan for dealing with your difficult person or situation by applying the tools and concepts from this class