

# Effective Conflict Resolution

## Overview:

- Half-day interactive workshop focused on equipping support analysts to practice effective conflict resolution, manage themselves as well as their relationships, and deal effectively with difficult behavior
- Special attention toward conflict resolution skills and techniques

## Who Should Attend:

- Support Center personnel – 1<sup>st</sup>, 2<sup>nd</sup> and nth line technical support staff
- Team leads and other technical support team members

## What You'll Learn:

Studies show that conflict is a naturally occurring component of most support centers - especially ones that are dynamic and thriving. Conflict need not escalate into stressful situations that cause stress, affect productivity, and support center performance. On the contrary, with the proper skills and perspective, one can learn to transform conflict situations into opportunities for new growth and development, a higher level of understanding, and improved performance.

During this valuable ½ day workshop participants will learn:

- How to recognize warning signs of approaching conflict
- What causes conflict between individuals
- About the four stages of “Emotional Intelligence”, and how developing your Emotional Intelligence can better equip you to handle and manage conflict
- About the vital role of communication, and how effective verbal and non-verbal communications play a critical role in minimizing conflict
- Practical steps you can take to optimize relationships on a daily basis
- A systematic process to resolve conflicts effectively
- How to deal with difficult people and difficult situations

## Interactive Exercises:

- Review and discussion of sample conflict scenarios
- Students will engage in several role-plays to demonstrate the use of effective conflict resolution techniques when dealing with difficult behavior:
  - Angry customers
  - Fussy customers
  - Emotional customers
  - Demanding customers

## Key Take-away:

- Checklist card for effective conflict resolution