

## Elements of this Course Include (Cont'd):

**Listening To Comprehend:** The Listening Cycle® provides a map and five effective listening skills that are essential for understanding others' experience of a conflict accurately and discovering potential solutions.

**Mapping: A Collaborative Process for Resolving Conflicts:** Everything comes together when you learn to build collaborative agreements with others. You will learn how to work through various conflicts—one-to-one, within a team and between groups—from beginning to conclusion.

### Benefits of Becoming Conflict Competent

The ability to manage conflict effectively represents a strategic business advantage.

#### Reduce Costs

- ▶ Make better business decisions.
- ▶ Implement initiatives more effectively.

#### Increase Productivity

- ▶ Reduce absenteeism.
- ▶ Increase organizational energy—and reduce individual stress.
- ▶ Foster an environment of creative collaboration.
- ▶ Generate creative solutions to problems.

#### Retain Top Performers

- ▶ Strengthen supervisory relationships.
- ▶ Keep your teams engaged and openly communicating.

#### Manage Risk

- ▶ Prevent workplace violence and sabotage.
- ▶ Better manage public perception of the organization's brand.

*"Every conflict we face in life is rich with positive and negative potential. It can be a source of inspiration, enlightenment, learning, transformations and growth; or rage, fear, shame, entrapment, and resistance. The choice is not up to our opponents, but to us, and our willingness to face and work through them."*

*Kenneth Cloke and Joan Goldsmith*

For more information on BCC training, please contact your local Alternative Dispute Resolution (ADR) Program Manager, or visit the ADR webpage at: <http://www.va.gov/adr/>

**DEPARTMENT OF VETERANS AFFAIRS**

**ADR Program Manager**  
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**Facility Location**  
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**Phone**  
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**Fax**  
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**Email**  
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DEPARTMENT OF VETERANS AFFAIRS



OFFICE OF RESOLUTION  
MANAGEMENT (ORM)



# Becoming Conflict Competent (BCC)

A Training Program for  
Individuals and Groups

*"Conflict in life is inevitable...effective and beneficial responses to conflict can be learned."*

*Becoming Conflict Competent  
The Center for Conflict Dynamics  
Eckerd College*

**ADVANCE**  
TRANSFORMING POTENTIAL INTO PERFORMANCE

## Becoming Conflict Competent (BCC)

Conflict exists at the root of some of the best personal, team, and organizational successes, and at the core of many of the worst failures. What makes the difference is the process; how the situation is handled. If you can learn to harness the power of conflict, you can be the catalyst for new ideas and creative solutions to challenging situations. This course teaches you how to become that catalyst. The goal of this course is to enhance your ability to handle conflict, in all its complexity. Becoming Conflict Competent teaches you how to connect with the crucial information inside yourself and others, as a foundation for initiating change and resolving differences. Becoming Conflict Competent will change the way you see and approach conflict. It will help you control your own responses so you can get better results from the inevitable conflicts that you will face.

### Objectives

Participants will learn to work with individuals and groups in conflict settings to achieve the following:

- ▶ Identify responses to conflict.
- ▶ Demonstrate the techniques for managing emotions.
- ▶ Identify constructive listening and speaking skills.
- ▶ Illustrate the communication flow between members of groups in conflict.
- ▶ Perform or conduct assessments of individuals or groups in conflict, and utilize effective processes for de-escalating the conflict.

## How is Training Presented?

This course incorporates conceptual presentations and live demonstrations by an instructor. It also uses assessments, real conflict scenarios, innovative skills exercises, coaching and feedback to accelerate learning. Participants learn to manage conflict from within the SkillsZone®, a place where conflict is both focused and flowing.

Becoming Conflict Competent is a 16 hour course, typically structured as a two consecutive-day program; however, arrangements may be made for two separate one-day sessions.

### Prerequisite

Prior to taking this training, participants must complete a Conflict Dynamics Profile (CDP) questionnaire. During this training, each participant will receive a Personal Conflict Dynamics Report and a course binder which supports all elements of this course.

**\*\*Note:** There is a fee of \$240 per participant which includes the training manual and the CDP.

### What is the Conflict Dynamics Profile?

The CDP is an assessment instrument dealing with conflict behaviors in the workplace. It provides a powerful way to improve self-awareness of what triggers conflict in individuals, as well as how they respond to conflict. Based on these triggers and responses, the CDP then provides practical approaches for improving behaviors that promote more effective workplace conflict management.

## Elements of this Course Include:

**Increasing Self Awareness:** Prior to taking this course, you must take the CDP and receive a personalized report that gives you precise information about how you currently respond to conflict. After taking this course, you may repeat the inventory to measure what you have gained, and how you have become more conflict competent.

**Managing Emotions:** Do you want to handle emotions—yours and others’—better during a conflict? Becoming Conflict Competent helps you recognize your own personal hot buttons and learn how to cool yourself and others down in tough situations.

**Exploring Systemic Interests:** This course takes a systems view of conflict; how all parties are experiencing the conflict. By seeing the whole picture, you will better understand what you want out of the situation and equally important, understand what others want as well.

**Using Reflective Self-Talk To Deconstruct Conflicts:** Becoming Conflict Competent incorporates Dr. Sherod Miller’s Information Wheel®, to help you make sense out of a conflict. Six related talking skills help you express what you are observing, thinking, feeling, wanting, and doing to address the situation.

**Operating In The SkillsZone®:** Conflict competence engages others constructively from a powerful interactive space between flight and fight. Here, you go to the heart of the conflict and create a “best fit” resolution. During this course, you learn how to enter, stay, and return to the SkillsZone. You will practice skills and processes to address real conflicts and receive feedback in a safe, controlled environment.