

## Conflict Management

According to A.C. Filley in his book *Interpersonal Conflict Resolution*, conflict is a social process in which at least two persons are involved in some kind of interaction, in which their interaction is characterized by behavior designed to defeat, reduce, or suppress the opponent to gain victory.

Conflict is not bad in and of itself. In fact, conflict can be very positive within an organization or team, **if** it is handled openly and effectively. It is the management of the conflict that determines “good” or “bad” outcomes. This one day workshop examines a model of looking and understanding the process of conflict, and then identifies positive methods for working through the issues in dispute.

At the core of most conflicts is a lack of understanding or agreement on the following elements:

- Facts of the situation
- Goals that you are trying to achieve
- Methods for achieving those goals based on the facts available
- Values underlying the person’s position

Once the underlying issues are identified, you begin to deal with the “real” issues rather than continue the conflict.

### Course Objectives:

Participants who complete this course will be able:

1. to identify 3 elements of the spirit and principles of conflict resolution
2. to learn and practice 5 methods of problem solving
3. to learn and practice conflict management skills during role plays
4. to develop a plan for bringing conflict resolution process into their work

### Continuing Education Credits for Social Work Licensing:

Kantu Consultants, LLC, provider number 1138, is approved as a provider for social work continuing education by the Association of Social Work Boards (ASWB) [www.aswb.org](http://www.aswb.org), through the Approved Continuing Education (ACE) program. Kantu Consultants, LLC maintains responsibility for the program.

Social Workers completing this course will receive 6 continuing education credits.

### Assignments:

Participants are expected to actively engage in dialogue with the instructors and other participants during interactive segments of the course.

### Evaluation:

There will be an opportunity for the participants to complete an evaluation of the course

and the instructor. Depending on the requirements of the hosting organization, there may be a short post-test of the material at the end of the seminar.

**Problems with this Workshop:**

If you have any issues with the way in which this training was conducted or other problems, you may note that on your evaluation of the training, you may talk directly to instructor, or you may contact us through our web page ([www.Kantu.org](http://www.Kantu.org)) for resolution.