

4 steps to Conflict Resolution

“Focus less on *going through* conflict, more on *growing through* conflict” Ken Sande

The Problem and The Solution

“ Most managers spend 7 days per month resolving conflict!” (Washington Business Journal)

“Conflict is the cause of 65% of performance problems of employees” (Working Dynamics Consulting)

These damning statistics show how prevalent conflict is in the workplace and how destructive it can be. It is therefore critical that professionals learn to resolve conflict proactively and positively.

Most of us seek to *manage* conflict without ever really feeling able to properly *resolve* it. Our programme is unique in that it unpacks *the one powerful principle* of conflict resolution ‘**Do to others what you wish they would do to you—first!**’ We then use a very simple, useable, 4 step process which should be used to resolve every conflict.

1. Examine your own responsibility first
2. Speak against the problem, not the person
3. Seek mutual understanding
4. Forgive

About the Facilitator

Tim Brown is a consultant with extensive experience of managing and helping organisations to develop leaders and work through major organisational change programmes. After a career in the Royal Navy, Tim has worked as a management consultant for IBM, assisting blue-chip companies through organisational, process and system change. He has a passion for seeing leaders develop and realise their potential and to see organisations grow as a result. He delivers training in areas related to team, leadership and professional and management skills.

About MDN Fusion

MDN Fusion is a Leadership Development and Assessment consultancy. We have a passion for developing people to their full potential and work with organisations who share this desire for their team members. Our development solutions enable people to build the right attitudes and skills to be enduringly successful in the global market place.

Thank you for the excellent interactive session on "4 Steps to Conflict Resolution". I found it extremely useful and want to compliment you on your very good facilitation skills and structure of the session that helped us get the most out of it.

- Previous participant

