

**Conflict Resolution**

**Course Number:** ITL-112  
**Duration:** 0.5 days

**Overview**

Accelebrate's Conflict Resolution course outlines the causes of conflict within the workplace in general, as well as in specific areas within IT. Students learn strategies for dealing with conflict, techniques designed to defuse tense situations, and approaches for managing a formal conflict resolution process.

**Prerequisites**

Leadership experience in IT is presumed.

**Materials**

All attendees receive comprehensive courseware covering all topics in the course.

**Software Needed on Each Student PC**

For in-person deliveries, attendees do not need computers for this course. We will provide full classroom setup instructions that will include seating in small groups, with supplies such as flipcharts, sticky notes, markers, and pens for the attendees and a projector and Internet connection for the instructor's laptop.

Online deliveries for this interactive training will use an online meeting platform (such as Zoom, WebEx, GoTo, or Teams) to have face-to-face contact online, including use of breakout rooms for group activities.

**Objectives**

* Understand conflict sources and dynamics in IT
* Learn reasons for internal employee conflict
* Gain working knowledge of key conflict resolution strategies
* Learn a life skill that has both personal and professional value

**Outline**

* Introduction
* Initial Thoughts and Vocabulary
  + The typology of conflict
  + Types of conflict
  + The conflict spiral
* Causes of Employee Conflict
  + Conflict within IT
  + Dealing with conflicting goals
  + Confrontations over limited resources
* Conflict Strategies
  + Rationale and action
  + Collaboration vs. compromising
* Quick Conflict Resolution Tips
  + Techniques to establish positive dialog
  + Defining a workable solution
  + Dealing with and defusing high emotions
* The Conflict Resolution Process
  + A seven-step process moving from defining the issues at hand, through resolution, to ways to prevent future conflicts
* Conclusion