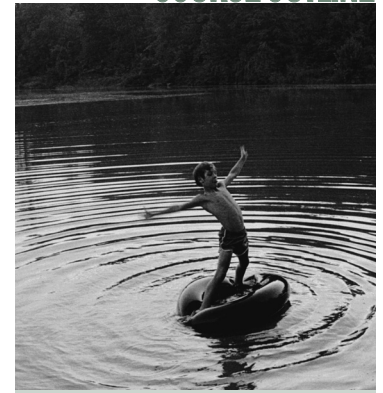


Thriving on Conflict

Systemation understands that tools and processes are important, but they are only as effective as the people that use them. As such, Systemation focuses on transforming the way people perform in order to achieve desired project, portfolio and business results. Part of this transformation process involves helping individuals discover how to make conflict work for them — not against them — in a variety of situations. By overcoming this major barrier to success, project managers become more effective in their efforts to achieve project goals and organizational objectives.



DURATION:
Traditional - 2 days.
Virtual - 16 hours.

CAPACITY: 20 people.

WHO SHOULD ATTEND: those who need to improve their ability to deal with conflict in various situations.

PREREQUISITES: none.

PDU: 16 credits.

FEATURES

- Our facilitators bring real-world experience to every workshop.
- Participants will be led, not lectured, through a combination of presentations and hands-on exercises.
- Our workshops provide an experiential environment where participants can take risks and make adjustments based on their results before approaching large projects.
- Our workshop is consistent with the Project Management Institute's *A Guide to the Project Management Body of Knowledge (PMBOK® Guide)*.

PMBOK is a registered mark of the Project Management Institute, Inc.

DISCOVER HOW TO

- Understand the benefits and pitfalls of conflict.
- Use the Conflict Gauge as a wake-up call and your chance to improve.
- Take a new, realistic view of oneself in conflict situations.
- Use a dramatic group simulation to bring clarity to conflict.
- Recognize the four constructive and eight destructive behaviors.
- Plot progress with a measurement plan.
- Build a plan of action, guaranteeing success whether people are supportive or not.

COMPETENCIES

Team Development
Social Skills
Team Leadership

OUTLINE SUMMARY

Smog

- We complain rather than solve problems
- Are there subjects you and your team avoid?
- Lifestyles Inventory – a measurement tool
- Constructive styles
- Aggressive/destructive styles
- Passive/destructive styles
- Watch the Conflict Gauge
- Anger means “I’m losing the game”
- How do I win the game?
- What is the game?

Storm

- The storm winds blow. Things could get better, they could get worse, but we must clear the air
- Conflict resolution
- Open communication
- Move from judgmental to nonjudgmental behavior
- Subarctic Survival Exercise – video
- Interact with team members, even the ones you don’t like
- Group Styles Inventory – a measurement tool
- Cooperation vs. competition
- Consensus
- Grant me this or something better...

Sunshine

- The storm could have killed you all, but you survived; now you are a team
- Internal cooperation enables external competition – you can take on the world
- Trust is built through experience
- You are at the top of the Conflict Gauge
- Creativity – increased energy, accomplishment, and fun
- Thriving on conflict – anything is possible
- Construction exercise – build something together and use the skills you learned
- Measure progress
- The 12 styles (constructive and destructive)
- Individual work on your destructive styles
- The good news – little changes make a big difference
- Team up with people like yourself
- Team presentations
- Graduation exercise
- Your plan of action

Sys·tem·a·tion®

Get to the Heart of the Matter.®