

# Leveraging Positive Conflict in the Workplace

Let's face it - conflicts can be inevitable at times. We all have different ways of perceiving and reacting to conflicts.

Are we able to peacefully resolve conflicts? Can conflicts actually turn out to be "good" for both camps?

In this session, you will gain a fresh lens on acknowledging the positive outcomes of conflict, and be more cognizant of your default response in a dispute. Be equipped with skills on how to better manage conflict and maximise its positive outcomes to achieve a win-win situation for all parties involved!

## Learning Objectives

- What is positive conflict?
- How do you typically respond to conflict?
- Application: Resolving conflict effectively to maximise the positive outcomes

## Content Outline

### What is Positive Conflict?

- Positive Outcomes from Opposing Views
- 8 Common Sources of Conflict from the Individual and Organisational Levels

### How Do You Typically Respond to Conflict?

- Knowing Your Default Response
- 5 types of Conflict Management Modes

### Application: Resolving Conflict Effectively to Maximise Positive Outcomes

- Setting the Stage for Positive Conflict
  - Reframing Your Perspective: BLAME to AIM Framework
  - Evaluate the Situation to Identify the Best Conflict Management Strategy
  - Consider Others' Approaches
- 4-Step Process to Conflict Resolution: 1) Your Turn, 2) My Turn, 3) Mutual Planning, 4) Follow-Through