



# becoming conflict competent

Workplace conflict is inevitable.  
Use it to increase productivity.

This course provides a proven, comprehensive solution for increasing collaboration and managing workplace conflict. *Becoming Conflict Competent* gives your organisation specific, proven, cost-effective strategies to improve the performance and conflict management skills of professionals, executives and managers.

**balancedcurve**  
higher performing teams

# Workplace Conflict Drains Energy, Time and Money

Research indicates managers spend 20 to 40 percent of their time dealing with conflict in the workplace. Poorly managed conflict costs companies time and money, inhibits action and hampers innovation. Conflict can sap your organisation's energy and diminish profits—and no one is immune.

**The ability to handle difficult situations constructively and competently is critical to business success.** It is human nature to avoid confrontation and let problems fester. Conflict Competence—the ability to lead and manage differences effectively—can transform costly situations into profitable outcomes. The key is knowing how to manage conflict effectively.

## Common Conflict Behaviours

	Constructive	Destructive
Active	<ul style="list-style-type: none"><li>• Perspective taking</li><li>• Creating solutions</li><li>• Expressing emotions</li><li>• Reaching out</li></ul>	<ul style="list-style-type: none"><li>• Winning at all costs</li><li>• Displaying anger</li><li>• Demeaning others</li><li>• Retaliating</li></ul>
Passive	<ul style="list-style-type: none"><li>• Reflective thinking</li><li>• Delay responding</li><li>• Adapting</li></ul>	<ul style="list-style-type: none"><li>• Avoiding</li><li>• Yielding</li><li>• Hiding emotions</li><li>• Self-criticising</li></ul>



## The Proven Benefits of Conflict Competent Management

The ability to manage conflict constructively represents a strategic business advantage.

### INCREASE PRODUCTIVITY

- Reduce absenteeism and “presenteeism”
- Increase organisational energy—and reduce individual stress
- Foster an environment of creative collaboration
- Generate creative solutions to problems

### REDUCE COSTS

- Make better business decisions
- Implement initiatives more effectively
- Achieve substantial return on investment

### RETAIN YOUR TOP PERFORMERS

- Strengthen supervisory relationships
- Keep your teams engaged and openly communicating
- Give your people the power to make a positive difference

### MANAGE RISK

- Reduce risk of violence, sabotage and vandalism
- Mitigate legal risks
- Better manage public perception of your organisation's brand



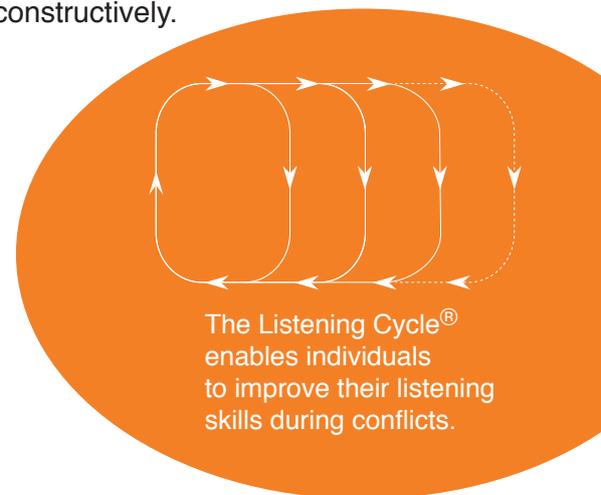
## Course Structure

Becoming Conflict Competent is comprised of four half-day sessions. The course may be structured as a single two-day program, two separate one-day sessions, or four sessions spread out over a period of time. The course incorporates processes developed by world-renowned experts in conflict management and communications, Craig Runde, Tim Flanagan and Dr. Sherod Miller and is founded upon years of academic research and real-world applications.

The course teaches a complete process for resolving a wide variety of conflicts. Through a series of mini lectures and numerous interactive exercises, participants learn how to turn conflict into collaboration. They will draw on the results of their Conflict Dynamics Profile® (CDP) assessment to focus on areas that most need attention in terms of skill development. They will gain practical tools and effective practices that can be used immediately in the workplace, including self-management and communication skills. They will learn how to cool down, slow down and reflect, and engage in conflict constructively.

### Specific elements of the course include:

- Increasing self-awareness
- Managing emotions
- Exploring systemic interests
- Using reflective self-talk to deconstruct conflicts
- Listening to comprehend
- Operating in the “Skillszone™”
- Mapping: A collaborative process for resolving conflicts



## The Center for Conflict Dynamics at Eckerd College

The Center for Conflict Dynamics is the creator of the Conflict Dynamics Profile® assessment and the Becoming Conflict Competent course. It certifies qualified trainers, coaches and consultants to use these products with their clients. The Center is home to some of the world’s leading experts in conflict management including Craig Lunde, Tim Flanagan, Mark Davis, Sal Capabianco and Linda Kraus.

The CDP is the premier instrument measuring behavioural responses to workplace conflict. It is used in training, coaching and conflict management contexts by numerous high-performing organisations including Harley Davidson, HBO, Center for Creative Leadership, Mount Eliza Executive Education Centre, Oliver Wyman and Chevron. The Course incorporates the CDP to improve self-awareness.

The Listening Cycle®, and SkillsZone™ are trademarks of Interpersonal Communications Programs, Inc. The Conflict Dynamics Profile® is a trademark of Eckerd College.

## Balanced Curve

Balanced Curve works with leaders to create teams that deliver results and hold themselves accountable. We assist executives and professionals become more productive and teach skills that turn conflict into collaboration.

We are a high-calibre team committed to delivering outstanding results and use proven, world-class tools to achieve our objectives.

Mark Rosenberg is an accredited coach and mediator. He is certified by the Center for Conflict Dynamics at Eckerd College to use the Conflict Dynamics Profile and to deliver Becoming Conflict Competent. If you want to achieve improved performance and are prepared to be challenged, then we'd like to work with you.

Visit [www.balancedcurve.com](http://www.balancedcurve.com) for more information.

## What People Say

*"Mark Rosenberg is an excellent facilitator and coach. During the past two years he has played a valuable role working with our Leadership teams at Wendy's and I have no hesitation in recommending him to any organisation looking to take their performance to the next level."*

– **Rob McKay**  
CEO Wendy's

*"The Conflict Dynamics Profile is an excellent, psychometrically sound instrument that allows people to increase their awareness of their responses to conflict and what provokes them."*

– **Cinnie Noble**  
Author of *Conflict Management Coaching* and developer of the CINERGY Coaching Model

*"Using the five elements of the Information Wheel in the Becoming Conflict Competent course helps clarify and provide focus. It brings structure and is an easily adoptable and adaptable methodology to the conflict management process. This is a very useful program."*

– **William K. Rusak**  
Former Executive Vice President, Human Resources, Corrections Corporation of America



Discover how your organisation can boost productivity with our free assessment of your team's conflict competence. Contact Mark Rosenberg on 0411 265 157 or email [mark@balancedcurve.com](mailto:mark@balancedcurve.com).