Conflict Resolution Skills
Conflict is the energy that builds up when individuals or groups of people pursue incompatible goals in their drive to meet their needs and interests.
Levels of Conflict
Perhaps nothing is said yet. Things don't feel right. It may be difficult to identify what the problem is. Do you feel uncomfortable about a situation, but not quite sure why?

Discomforts

Here a short, sharp exchange occurs without any lasting internal reaction. Has something occurred between you and someone else that has left you upset, irritated or with a result you didn't want?

Incidents

Here motives and facts are often confused or misperceived. Do your thoughts keep returning frequently to the problem?

Misunderstandings

Here relationships are weighed down by negative attitudes and fixed opinions. Has the way you feel about and regard the other person significantly changed for the worse? Is the relationship a source of constant worry and concern?

Tension

Behavior is affected, normal functioning becomes difficult, extreme gestures are contemplated or executed. Are you dealing with a major event like a possible rupture in a relationship, leaving a job, violence?

Crisis

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Win-Win Approach
THE WIN/ WIN APPROACH

- Identify attitude shifts to respect all parties' needs

  "I want what's fair for all of us"

- A win/win approach rests on strategies involving:
  - Understanding underlying needs
  - Having awareness of individual differences
  - Being flexible in changing your stance based on critical information that is shared
  - Focusing on the problem and the people
Persuasion
The art of persuasion is the art of finding the best available means of moving a specific audience in a specific situation to a specific decision.
1. Melt Resistance

2. Mold Opinions
   - Know your audience well
   - Make your argument clear
   - Present personally & professionally

3. Harden & Ignite!
   - Believe in your cause
   - Summarize & make a specific request
Assertiveness
 Assertiveness

 Assertiveness is the way of behavior that makes sure that you get the attention and respect that you deserve from other people

 Rules of Assertiveness:

 - Rule 1: Always negotiate on terms that are equal
 - Rule 2: Be honest
 - Rule 3: Make sure that you do not compromise on the core issues
Negotiating Skills
Negotiation

- What is Negotiation?
  - Negotiation occurs when someone else has what you want and you are prepared to bargain for it.
  - Different negotiation requires different skills and displays certain characteristics.
  - It may be formal or informal, ongoing or a one-off, depending on who is negotiating, for what and the individual point of view.
The Skills of Negotiation

1. Learn to “read” the other party’s needs
2. Start by visualizing possible gains, not losses
3. Practice negotiating to improve upon your skills
4. Be flexible and sincere
5. Be prepared to compromise when you negotiate
6. Determine your strategy according to the type of negotiation
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