



## **INTERNATIONAL ACADEMY OF APPLIED SCIENCES**

### **PROBLEM-SOLVING AND CONFLICT MANAGEMENT**

#### **Overview:**

Conflict management is an umbrella term for the way we identify and handle conflicts fairly and efficiently. The goal is to minimize the potential negative impacts that can arise from disagreements and increase the odds of a positive outcome.

At home or work, disagreements can be unpleasant, and not every dispute calls for the same response. Learn to choose the right conflict management style, and you'll be better able to respond constructively whenever disputes arise.

#### **Learning Objectives of The Course:**

By the end of this course, you will learn the 12 principles of problem-solving approach and practice the 5 conflict management styles:

#### **First: The 12 Principles of the problem-solving approach:**

- 1- Conflict is seen as a normal part of life.
- 2- A problem-solving approach requires cooperation rather than competition.
- 3- It is important to respect the interests and needs of both yourself and the other party(s).
- 4- The aim is to find an outcome that everybody involved can at least accept.
- 5- It can be helpful, particularly in the early stages, to focus on interests (or needs) rather than solutions (or positions).
- 6- The role of communication in conflict is vital.
- 7- Analysis is an important part of conflict resolution.
- 8- Emotions are a vital part of conflict and need to be addressed.
- 9- Self-awareness helps one to respond effectively to conflict.
- 10- Conflict is not always easily resolved and we need to accept that not everybody uses a cooperative approach to conflict.
- 11- Despite problems or provocation, it helps to maintain a cooperative approach, to remain open to new possibilities and to seek a fair or just solution.
- 12- It helps to remain positive and optimistic

## Second: The 5 Styles of Responding to Conflicts:

1. Avoiding (the Turtle)
2. Competing or confronting (the Shark)
3. Accommodating (the Teddy Bear)
4. Compromising (the Fox)
5. Collaborating (the Owl)

Participants learn how to apply each one of these styles in relation to their advantages, disadvantages, and limitations.

