



## Conflict Management Workshop

Training in Spanish (or English)

### Goals

Create an environment in which all guests feel comfortable and cared for.

Create a workplace where management feels confident that all their employees are representing the organization in an exemplary manner.



### The participants will:

- ◆ learn how to manage conflict in order to promote cooperation, build stronger relationships and ultimately provide better service to their guests while creating a more comfortable working environment for their colleagues.
- ◆ learn to use conflict as an opportunity for learning and an opportunity to provide improved service.
- ◆ be able to represent the organization in a way that will make management comfortable, confident, and proud.

-Please see next page for an outline of the workshop-



## Conflict Management Workshop

### **Outline of Workshop** (approx. 3 hours)

- I. Understanding Conflict
  - a. Conflict is inevitable, not good or bad
  - b. Managing conflict to make it work for you
  - c. Conflict as a source of innovation
- II. Symptoms versus Problems
  - a. Discussion – discovering and managing the source of conflict versus battling the symptoms of a problem
- III. Accepting Conflict and learning from it
  - a. Discussion about not repeating negative behavior
  - b. Conflict as opportunity
  - c. Sharing our experiences for organizational growth
- IV. It's nothing Personal
  - a. Attacking the problem, not the person
  - b. Focus on tasks, not personalities
  - c. Focus on pursuit of common goals, everyone wins
  - d. Avoiding the pitfalls of prejudice
- V. Listen and Empathize
  - a. Exercise / Role Play
  - b. Spending time in someone else's shoes
- VI. Body language...Are you talkin' to me!?
  - a. Role Play exercise – what we say versus what we actually communicate
  - b. Purposeful communications
- VII. Conclusions / Review