“Conflict is the beginning of consciousness.” However, people still have a negative perception of the conflict and it is often dreaded and avoided. Conflicts have a tendency to escalate when untreated, they can make the environment toxic and unproductive and eventually the conflict may come to control you rather you controlling it. This course focuses on positive and productive aspects of conflicts and explains how we can benefit from situations which are often perceived as negative and destructive. Conflicts, if managed correctly, can increase understanding and wisdom.

### Course Outcomes:
Recognize conflicts and their escalation over time so you can address them more effectively | Select an appropriate conflict resolution style based on your needs to get maximum results | Manage your emotions and influence others emotionally when in conflicts | Synthesize Tactical Approaches used when interacting with others that may lead to conflicts and take appropriate steps to avoid a conflict developing | Negotiate over what you want and move on to a win/win outcome | Take responsibility to prevent destructive conflicts at the workplace

### Content Outline:

**Introduction**
- Icebreaker: What Type of Car?
- What is Conflict?
- Discussion: Can Conflict Ever Be Positive?

**Recognize Conflicts and Their Escalation Over Time So You Can Address Them More Effectively**
- Causes of Conflict
- Assessment: Conflict Models Styles
- Discussion: How Did You Face a Conflict in Your Life?

**Select an Appropriate Conflict Resolution Style Based On Your Needs to Get Maximum Results**
- Conflict Management Strategies
- Match Strategies to Situations
- Activity: Conflict Scenarios

**Manage Your Emotions and Influence Others Emotionally When in Conflicts**
- Emotions Under Control
- Help Others Manage Their Emotions
- Activity: Managing Your Emotions at Work

**Synthesize Tactical Approaches Used When Interacting with Others that May Lead to Conflicts and Take Appropriate Steps to Avoid a Conflict Developing**
- Practical Steps to Conflict Management
- Resource Management
- Activity: Define Your Conflict Plan

**Final Note:**
- Take Responsibility to Prevent Destructive Conflicts at the workplace