

Conflict Resolution Skills

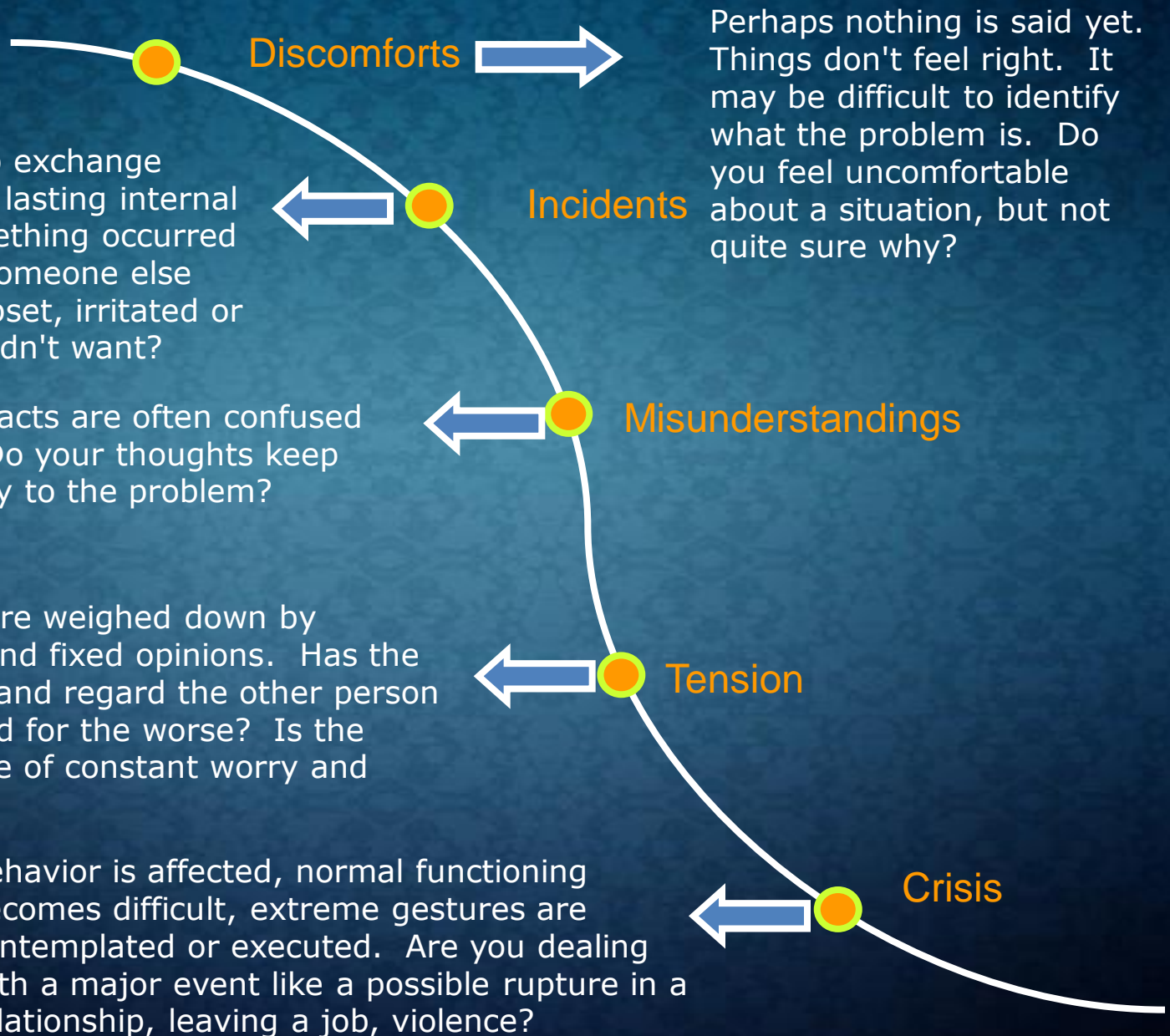


Conflict - Definition

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





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 bases 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

Principles for Powerful Persuasion

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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