# Leading for Performance: Managing Conflict

Unresolved conflict in the workplace affects organizational performance, even causing individuals to leave the organization or "stay and leave." Leaders who cannot manage conflict well not only experience the negative aspects of destructive conflict, they cannot reap the creative benefits of constructive conflict.

Leading for Performance: Managing Conflict (LFP-MC) is based on a collaborative, win-win approach called Changing the Game. The module teaches first-line and mid-level managers indispensable techniques and skills for managing conflict effectively so conflict can be an opportunity rather than a crisis.

Changing the Game Approach
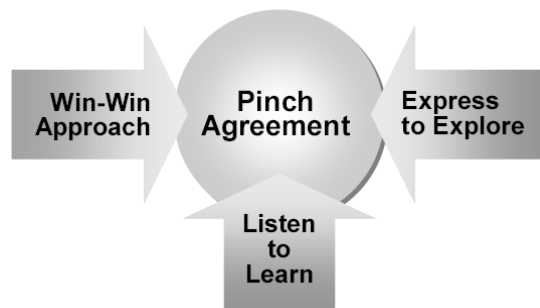
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Program Outcomes

LFP-MC enables organizations to gain a competitive advantage by using an effective approach to managing constructive conflict and resolving unproductive conflict before it interferes with work, personal relationships, and productivity.

Learning Approach

LFP-MC is delivered as a half-day face-to-face module facilitated by Wilson Learning or a leader-trained in-house professional.

This enables:

- Face-to-face interaction among the participants and facilitator
- True-to-life skills practice with immediate in-person feedback
- The opportunity for real-time commitment to action

Enabling Improved Performance

LFP-MC features the Managing Conflict Planner and Job Aid Card so participants can fine-tune and apply their newly acquired skills and behaviors on the job. Involving management to ensure alignment on an approach to creative conflict management and training them to coach for improved performance is important for successful implementation.

Measurement and Evaluation

Organizations that implement LFP-MC have access to a broad range of tools to measure initial behavioral changes and business results. For LFP-MC, one approach may be a case study approach to examine the course and effects of conflicts before and after LFP-MC. More involved and thorough research options are also available.

Wilson Learning will partner with your organization to measure the initial behavioral changes and business results. We will work with you to set up evaluation systems that help improve outcomes and sustain the momentum of your implementation.

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Key Learnings Are . . .	Your Leaders Will Be Able To . . .
The Challenge of Conflict	Take personal responsibility and develop a win-win attitude toward problem solving
Resolving Conflict	Describe different reaction styles and how they affect the outcome of the conflict; use proven tools and approaches to "change the game" in conflict situations

Continued

This offering, like all others from Wilson Learning, can be customized to reflect your environment and business priorities and can be integrated with your processes.

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