MC Consulting

Quality Communication Consulting
Team Number One
Market Potential

- Prospective Clients: People in school of higher authority (deans, presidents)
- Trainees: Incoming students in college
- Types of schools: Any size, anywhere
Selling Points

• Helps students realize that issues are inevitable but can be solved easily by using our system of problem solving
• If problems can be solved easily between the people involved, the school will have a lot less problems
• What trainees learn from the training program can be carried over into the business world
Introduction

• “Conflict management is the practice of identifying and handling conflict in a sensible, fair and efficient manner” (Israr)
• Can be both positive or negative
• Motivate all students to solve conflict to better campus communication and social environment
• Teaches students how to deal with conflict in an effective manner with problem solving techniques
• Give students the skills to deal with conflict that arises
Training Objectives

• Trainees will be able to list and define each of the four steps to solving conflict as well as each step's counterparts: confrontation, listening, solutions, discussing.

• Trainees will be able to list the causes of conflict.

• Trainees will be able to listen effectively and know all parts of listening.

• Trainees will be able to demonstrate the seven ways of response communication: questioning, paraphrasing, emphasizing, supporting, analyzing, evaluating, and advising.
Training Objectives

• Trainees will be knowledgeable about the five subparts of solutions: collaboration, avoidance, compromise, accommodation, and competition
• Trainees will understand each solution and not all solutions are win-win
• Trainees will be able to apply these skills to real life situations and future work environments
Types of Conflict

- Relationship
- Data
- Interest
- Structural
- Value
Steps for Conflict Management

- Confrontation
- Listening
- Solutions
- Brainstorming
Conflict Outcomes

- Collaboration (win-win)
- Avoidance (lose-lose)
- Accommodation (lose-win)
- Competition (win-lose)
- Negotiated Compromise (lose-lose)