

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 steps 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)