

Practical Steps for Managing Confrontation

You will learn:

- How to prepare for confrontation.
- Six steps to manage emotions.
- Methods to maintain two-way communications.

Pre Discussion Questions

1. What are the negative outcomes often associated with human confrontation?

2. As a result of the possible outcomes, how do most people handle confrontations?

3. What is the most important thing to remember in preparing for a confrontation?

4. Why do people procrastinate when confrontations are necessary?

Video Presentation and Note Taking Guide

A BRIEF REVIEW

Conflict: A _____ struggle resulting from incompatible or opposing _____ or _____.

Confrontation: A _____ to _____ interaction, often involving a clashing of _____ or _____.

PRACTICAL STEPS FOR MANAGING CONFRONTATIONS

1. _____ yourself in _____.

Prepare yourself _____, _____ and _____.

2. Handle _____ in a _____ manner.

DO NOT _____

3. Go behind _____ whenever possible.

4. Allow others _____ to _____.

5. Zero in on the _____, not the _____.

6. Get them _____.

Post Discussion Questions

1. What is the difference between a 'good' confrontation and a 'bad' one?

2. What practical benefits are there to allow individuals time to vent?

3. Why is it usually better to take confrontations in situations behind closed doors?

4. What kinds of things should an individual do to prepare himself/herself for confrontation?

For Preview Only. Not Authorized for Training.

Role Play Exercise

1. Think of a situation with a co-worker with whom you have had an unpleasant, possibly unproductive confrontation.
2. Describe the situation in detail to your partner. Make sure you describe both your perspective and your co-worker's perspective.
3. With your partner realistically playing the role of your co-worker, relive the experience this time using the confrontation management suggestions contained in this course. Be creative and imaginative.
4. Evaluate what seems to work and what doesn't. Make note of both for future reference.
5. Switch roles and let your partner have the benefit of the experience as well.

For Preview Only. Not Authorized for Training.

Quiz

1. Is it possible to have conflict without confrontation?
 - a) Yes
 - b) No

2. It is always better to procrastinate.
 - a) True
 - b) False

3. Get the people _____.
 - a) motivated
 - b) involved
 - c) isolated
 - d) irritated

4. A conflict is a person to person interaction, often involving a clashing of ideas or attitudes.
 - a) True
 - b) False

5. Focus in on the _____, not the _____.
 - a) person, conversation
 - b) person, problem
 - c) conversation, person
 - d) problem, person

6. The best place to handle confrontation is:
 - a) Behind closed doors
 - b) In public

7. How you interact in a confrontation will affect your professional reputation.
 - a) True
 - b) False

8. Prepare yourself in advance:
 - a) Logistically
 - b) Physically
 - c) Professionally
 - d) All of the above

9. You should allow others time to vent.
 - a) True
 - b) False

10. What time of day is best to confront an individual?
 - a) Morning
 - b) Lunchtime
 - c) Afternoon

For Preview Only. Not Authorized for Training.

Personal Action Plan

Student Name: _____ Student Manager Name: _____

1. What is the single most valuable idea you learned from this session?
2. How are you going to specifically apply this idea in your organization?
3. When will you implement what you learned?
4. What benefits do you anticipate resulting from your actions? (Include financial benefits like time savings and direct money savings.)
5. What challenges may you run into while trying to use this idea? How will you avoid or overcome these challenges?
6. What resources (people, equipment, tools, etc.) will you need to complete the implementation of this idea?
7. What follow-up dates, if any, must be added to your calendar?
8. When will you and your manager meet to discuss the implementation of this idea and review the progress?

Signature of student: _____

Date: _____