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Framework

Conflict Management and Meditation

Effective management and mediation involve understanding conflict styles, managing emotions, and using structured approaches to resolve disputes and improve workplace harmony.



Advance Leadership Skills

METADATA

Self-Awareness and
Self-Control;

Critical and Analytical
Thinking

Creativity and
Brainstorming

Decision Making and
Problem Solving

Communication

Top 10 Teaching Points

01

If a conflict gets too heated, emotions can lead to rational problem-solving skills diminishing.

02

The five conflict management styles are: Accommodating, Avoiding, Collaborating, Competing, and Compromising.

03

The seven skills needed to be an effective conflict manager are: Self-Awareness, Self-Control, Empathy, Collaboration, Assertiveness, Listening, and Problem-Solving.

04

The Three Questions to ask before choosing a Conflict Management Style are: How much do you value the person or issues involved, do you have the time and energy needed to resolve the conflict effectively, and do you understand the potential upside and consequences of a resolution?

05

Go beyond a person's wants and discover their needs.

06

Allow others to discover they are wrong on their own at times.

07

Don't dominate the conversation.

08

Really listen to the concerns of others.

09

You might need to seek out a mediator to resolve a conflict.

10

The 6 Phases to Conflict Mediation are: Pre-Mediation, Opening, Exploration, Negotiation, Closure, and Post-Mediation.

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01

Considering the various conflict management styles (Accommodating, Avoiding, Collaborating, Competing, Compromising), how do you decide which style to employ in different situations? What factors most influence your choice?

02

Of the seven skills essential for effective conflict management (Self-Awareness, Self-Control, Empathy, Collaboration, Assertiveness, Listening, Problem-Solving), which do you find most challenging to apply in high-pressure situations and why?

03

What are the key elements you consider essential in your pre-mediation preparation to set the stage for a successful mediation process?

04

How do you navigate the transition from exploring positions to understanding the underlying needs during mediation? Can you share a technique that helps you uncover these deeper needs effectively?

05

Post-mediation, how do you evaluate the success of the negotiation and the overall mediation? What indicators do you look for to assess whether the conflict resolution will be sustainable?

Questions to Ask for Dialogue

Key Takeaways

01

Choosing your conflict management styles

02

Learn skills of a super-mediator

04

Exploring positions and needs

03

Pre-mediation strategy

05

Evaluating mediation success