

## Managing Differences

This is the fifth course in Facilitated Solutions' *FOUNDATIONS OF CONFLICT RESOLUTION* training program. Some conflicts are rooted in our personal differences. While specific moments of misunderstanding or disagreement can be clarified and resolved, differences typically need to be managed over time. This course will provide a framework to understand interpersonal differences, insight into how these differences can contribute to tension and conflict, and guidance on how to manage differences.

### Key Objectives and Outcomes:

- To understand personal style differences
- To appreciate how differences can both complement and conflict with each other
- To increase insight on your style i.e., how you typically “show up” at work and/or at home
- To recognize how areas of strength can at times go into excess – “too much of a good thing”
- To gain insight on how to bring the best out of others

### Training Modules:

Each training module in this course consists of an engaging video presentation that overviews a key concept or skill. Each training video has an accompanying resource page with questions for personal reflection. Students often like to download and print these to compile into a resource manual.

The course is capped off with a “Call to Action” module that challenges students to immediately apply and practice these new concepts and skills. An additional Role Play Integration exercise is included in this module as well, to provide you the framework with which to practice your new tools.

- 5.0 Introduction to Managing Differences
- 5.1 Appreciating Style Strengths
- 5.2 Understanding Style Excess
- 5.3 Bringing Out the Best in Self and Others
- 5.4.1 Call to Action: Managing Differences
- 5.4.2 Role Play Integration