

Resolving Disagreements

This is the fourth course in Facilitated Solutions' *FOUNDATIONS OF CONFLICT RESOLUTION* training program. This course will provide the insight and tools necessary to understand the nature of disagreements and power struggles. It will also equip you with practical strategy and skills to transform arguments from a competitive framework to a more collaborative approach that can more efficiently and effectively meet your needs.

Key Objectives and Outcomes:

- To understand the architecture of disagreements and power struggles.
- To contrast and assess the value of traditional power-based problem-solving approaches with collaborative approaches
- To introduce key skills for engaging a collaborative approach to resolving disagreements
- To provide a strategy for dealing with demands and transforming arguments

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.

- 4.0 Introduction to Resolving Disagreements
- 4.1 Resolving Disagreements
- 4.2 Shifting from Positions to Interest
- 4.3 Responding to Demands
- 4.4 Call to Action: Resolving Disagreements