

## Understanding Patterns of Interpersonal Conflict

This is the second course in Facilitated Solutions' *FOUNDATIONS OF CONFLICT RESOLUTION* training program.

While every interpersonal conflict can seem unique, there are several typical patterns and dynamics. This course will explore some common ways that conflict develops and escalates so that you can better recognize the patterns in the moment and be better equipped to make informed choices.

### Key Objectives and Outcomes:

- To understand how conflict inevitably emerges in interpersonal relationship
- To differentiate between early “pinch” moments and escalated “crunch” events
- To gain insight on the positive potential within pinch moments
- To understand and embrace the gift of open conflict

### 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.

- 2.0 Introduction and Overview to Understanding Patterns of Interpersonal Conflict
- 2.1 Mapping Relationships
- 2.2 The Positive Potential of Pinches
- 2.3 The Gift of Conflict
- 2.4 Call to Action: Patterns of Interpersonal Conflict