

## Conflict Management in Global Organizations



*“Almost 30% of all decision-making processes end up in conflict. The challenge for every team is how to effectively implement conflict resolution strategies.”*

It's clear from this estimate that effective conflict resolution skills are a necessary skill for all successful business people. Conflict is an unavoidable part of all business functions and an inability to deal with it effectively can be a major handicap to any organization. Conflict comes in many guises and, as a result of our differing communication styles, can vary enormously in complexity.

This complexity can be exacerbated by cultural differences such as those between “high context” societies and “low context” societies. According to Edward T. Hall Americans – as members of a low-context culture – tend to view conflict in business as an opportunity. This perspective leads to a collaborative approach in order to develop stronger solutions. By contrast, in high-context societies such as Japan conflict is usually avoided. Harmonious relationships are often more important than issue-based problem solving, resulting in an accommodating response to disputes. Both strategies have merit in certain situations but can be damaging in others. The ability to adjust one's approach according to the needs of the situation – regardless of cultural background – is an invaluable tool in improving conflict management.

Our training program begins by creating self-awareness of participants' own conflict resolution style. We use a renowned conflict resolution personality test, which highlights participants' tendencies and behaviors in conflict. New skill sets and strategies are then taught, enabling participants to better manage conflict both individually and as part of a group. Participants also learn how to use different communication strategies in different situations and also how to control difficult counterparts more effectively. Our course also includes a heavy cultural content highlighting the potential barriers culture creates.

*For full course outline please feel free to email us at: [info@platinum-training.co.jp](mailto:info@platinum-training.co.jp)*