

**Chino Police Department  
Course Outline  
Conflict Resolution/ Management**

- I. Purpose
  - a. Conflict is inevitable
  - b. Conflict is uncomfortable
- II. Overview
  - a. Conflict Defined
  - b. Causes of Conflict
- III. Positive and negative responses to conflict
- IV. 5 Conflict Styles
- V. Conflict management skills
- VI. Results of poorly managed conflict
  - a. Frustration, resentment, unhealthy competition, increased stress, low morale, staff turnover
  - b. Hinders teamwork, progress and growth
  - c. Affects our overall wellness
- VII. Positive conflict
  - a. Increases communication
  - b. Raises issues for clarification and resolution
  - c. Encourages creative solutions
  - d. Generates innovation
  - e. Improves relationships
- VIII. Conflict Style Assessment
- IX. Conflict resolutions/ management skills
- X. Respecting other people's differences
- XI. Managing emotions
- XII. Recognizing your biases and judgement
- XIII. Confrontation
- XIV. Trust and conflict
- XV. Active Listening
- XVI. Tips