

# Strength-Based Skills for Conflict Resolution

## Employee Assistance Program

### Program Overview

This guide is a brief, four-session conflict-resolution program grounded in a solution-focused approach. The focus is on identifying what already works, envisioning a preferred future as a communicator, and learning simple, realistic techniques that help you respond to conflict in healthier ways. Sessions include discussion, reflection, video learning, and worksheets. The goal is to build sustainable skills to manage conflict more effectively and confidently.

### Program Focus Areas

Throughout the program, participants can expect to:

- Reflect on personal communication patterns, strengths, and goals related to conflict
- Increase awareness of conflict triggers, stress responses, and early warning signs
- Learn and practice practical strategies for staying grounded and responding constructively
- Strengthen communication skills that support clearer boundaries and healthier dialogue
- Apply new approaches to real-life situations and relationships
- Develop sustainable strategies for managing conflict over time

### Program Takeaways

By the end of the program, you will have:

- A clearer understanding of your conflict triggers, patterns, and strengths
- Practical, repeatable tools to navigate disagreements constructively
- Increased confidence in setting boundaries, expressing needs, and staying grounded
- A personalized plan to support long-term conflict management

