Course Description

Resolving conflict can be difficult, but learning the system to find solutions quickly and equitably will make your job as a manager much easier and keep your teams more productive. Conflict management is a process and a skill that can be learned. This workshop will give you the tools you need to deal well with the challenges of conflict in the workplace. Conflict can have positive aspects and handling it effectively will actually strengthen your teams through meaningful dialogues and exploration of complications that hinder productivity and lower morale.

Course Outline

- Sources of Conflicts
- Personality and Emotional Intelligence Exercise*
- Team Dynamics
- Critical Thinking and Problem Solving Models
- Active Listening
- Conflict Management Styles
- Practical Application of Concepts*
- The Manager as Mediator
- Linguistic Techniques and Language Choices with Demonstrations*
- Objective Criteria and Reason-Based Standards
- Communication Flow
  - Barriers to Effective Communication
- Collaborating vs. Compromising
- Maintaining Professionalism, and Integrity
- Resolving vs. Winning
- The Winding Road to Win-Win*

*Exercises are condensed in the One-Day session

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