

Program Title: Dealing with Conflict

Description

Wherever two or more people come together, there is bound to be communication challenges and even conflict. This course will give participants a solid foundation in managing difficult conversations. By exploring proven techniques in listening, diffusing resistance and utilizing a seven-step conflict resolution process, participants will be confident in their ability to resolve conflict disputes of any size.

Highlights:

Participants will learn crucial conflict management skills, including dealing with anger, understanding conflict styles and practicing the conflict resolution model. Dealing with conflict is important for every organization no matter what the size. If it is left unchecked or not resolved it can lead to lost production, absences, turnover and impacts to company culture.

Learning Objectives:

- Understand what conflict and conflict resolution mean
- Understand all six phases of the conflict resolution process
- Understand the five main styles of conflict resolution
- Be able to adapt the process for all types of conflicts
- Be able to break out parts of the process and use those tools to prevent conflict
- Be able to use basic communication tools, such as the agreement frame and open questions

Course Information:

Required Knowledge, if any:	None
Who Should Attend?	Individual Contributors, New Supervisors, Experienced Managers, Senior Leaders
Advanced Prep, if any:	None
Level:	Any
Field of Study:	Leadership Development
Program Length:	1.5 hours