

Resolving Conflict at Work

Course Description

Course Objectives

Successful completion of this course will increase your ability to:

- Discuss the nature of conflict, sources and causes.
- Define negotiation, arbitration and mediation, and compare and contrast these dispute resolution processes.
- Understand, respect, appreciate and value individual differences.
- Apply practical conflict resolution strategies to manage differences and build more productive, satisfying workplace relationships.
- Identify and analyze barriers to communication, and ways to overcome them.

How You Will Benefit

Conflict and confrontation can have lasting negative consequences. Unmanaged conflict can lead to reduced levels of teamwork and cooperation, diminished employee commitment and lower levels of quality and productivity. It also can increase workplace stress, cause higher turnover and lower morale. The constructive handling of disagreement is central to personal satisfaction and organizational effectiveness. Through this one-day training program participants learn to implement a positive four-step program to resolve conflict and work more cooperatively with others.

What the Course Offers

- Interactive learning setting
- Opportunity to apply the concepts through role-play
- Thorough set of materials: Participant Guide and one-page RM Desk Reference

Key Topics Covered

This course explores the following subjects in depth:

- How to employ The Four Step Conflict Resolution Process
- Identify the steps to take to analyze the emotional side of conflict
- How to express negative thoughts and feelings in a healthy and positive manner with Assertive Communication techniques
- How to utilize mediation skills to aide staff in resolving issues
- How to model right behaviors by practicing active listening.
- Communicating clearly and tactfully about sensitive issues that are causing tension.
- Learn strategies for having high stress conversations
- Learn the different types of conciliatory gestures and how to respond to them

Length of Course

1 day

Audience

General

**RESOLUTION
MANAGEMENT**

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