

Successful Conflict Management for the Diverse Workplace

Course Objectives

This course will explore different communication styles that exist in diverse workplaces. Participants will gain the necessary skills to neutralize conflict and prevent escalation. Successful completion of this course will increase your ability to:

- Illustrate and compare culturally driven perspectives, values and behaviors
- Cross cultural physical messages (ex: body language, eye contact, personal space)
- Implement effective communication techniques to promote cross cultural communications
- Improve key verbal communication skills to convey information through the power of words, the role of silence, the importance of listening and non-verbal communication
- Develop communication skills to defuse altercations
- Identify methods to effectively manage and defuse conflict (don't challenge a screamer)
- Formulate techniques to prevent conflicts from escalating

Key Topics Covered

This course explores the following subjects in depth:

- Discover how culture and politics impact your organization
- Reverse prejudicial thinking
- Learn how gestures and body language can differ between cultures
- Bridge language barriers in the workplace

How You Will Benefit

This course will help you understand and respect people of other cultures and become understood and respected by them. It does this by teaching you to master how you think about yourself and others, how to speak and listen effectively to people with different backgrounds, and how to pay attention to the non-verbal language of “where, when, and how” you do things. You can become a champion of diversity, whether you manage a multinational corporation or simply work alongside another human being who is different from yourself.

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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

Length of Course

- 1 day

Audience

- General Staff

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