

MANAGING CONFLICT

When people work together, conflicts, disagreements, and miscommunications will arise. Conflict is a part of being human, yet learning how to manage conflicts can lead to an increase in life satisfaction, work satisfaction, and greater success in all areas of life. Likewise, teams that are composed of people who can manage conflict in a healthy way can work together and accomplish goals more consistently, leading to greater achievement and success.

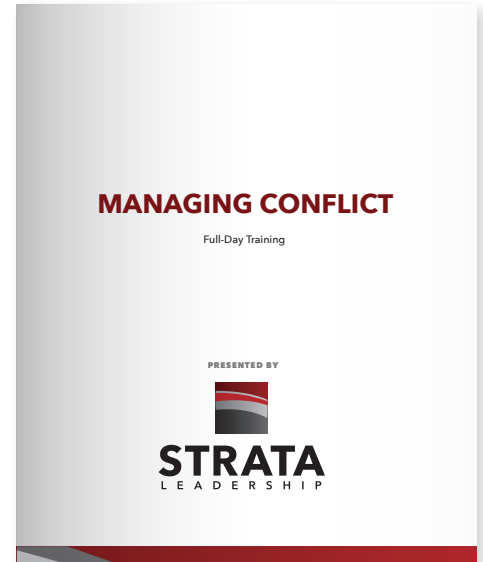
In this training, you will better understand the dynamic of conflict at work and learn how to manage it effectively. You will start by learning the fundamental reasons conflict occurs in a work environment. Participants will learn how to demonstrate behaviors such as respect, cooperation, and patience that will increase trust and that lead to the reduction of unhealthy conflict. Participants will also assess their conflict style and learn how each of the five styles of conflict can be applied to workplace disagreements and disputes.

PARTICIPANTS WILL LEARN HOW TO:

- Understand how conflict arises in the workplace
- Communicate more effectively by understanding the conflict style of others
- Identify key reasons conflict starts
- Become more aware of the elements of miscommunication and how to head it off early before it becomes a complex disagreement
- Apply techniques to reduce instances of conflict

HOW YOUR ORGANIZATION WILL BENEFIT:

- Increase awareness and understanding of human interaction
- Improve relationships
- Increase trust
- Improve communication
- Increase teamwork and team performance



COURSE OUTLINE:

1. Why Conflict Happens
2. Conflict Foundations: Trust and Character
3. The 5 Conflict Styles
4. Character Development—The Foundation of Ethical Behavior
5. Fighting Fair
6. Understanding and Avoiding Miscommunication