

Conflict Management

Dealing with People You Can't Stand

Research shows that better business decisions are made when the parties involved experience conflict before coming to a conclusion. The challenge is having the right tools to manage through the disagreement or conflict without personally attacking individuals or damaging working relationships. The most common mis-conception about workplace conflict is that it's a "personality problem." Instead, we will de-bunk that myth and learn to focus on the behaviors, not the personalities involved.

This one-day program introduces participants to the benefits of well-managed conflict – and it begins with de-personalizing the situation. Participants will learn to understand the sources of conflict, manage difficult behaviors (not difficult people), and consider several options for resolution that can benefit both parties. The **Conflict Management** techniques presented in this program will help reduce frustration, increase overall productivity and build relationships among project/matrix teams, intact departments, customers and managers. They're even applicable to our personal lives.

PROGRAM OBJECTIVES:

- Define the types of conflict
- Recognize the positive (constructive) and negative (destructive) nature of conflict
- Determine the cause of workplace conflicts
- Identify difficult behaviors and manage around them
- Use questioning and active listening
- Understand several options for resolving conflict
- Use a problem-solving process to resolve conflicts

PROGRAM LENGTH:

One day

TARGET AUDIENCE:

This program is designed for individuals who need to work through and with others to accomplish important tasks. It is appropriate for any function or level and can be tailored to target the specific needs of your group.