



Conflict Management: Fostering Healthy Conflict to Drive Organizational Improvements

Learning how to embrace healthy conflict is a key skill for anyone who works with others. Conflict is generally viewed as negative; however, conflict can have positive impacts to an organization when done in a healthy way. Conflict brings about innovative thinking, increased efficiencies and improved problem solving and decision making. This workshop teaches you how to understand and embrace conflict. Workshop length and content can be customized to meet your training needs.

How You Will Benefit:

- Understand conflict
- Be able to identify the stages of conflict
- Identify other ways to resolve conflict
- Develop personal skills necessary to resolve conflict

What Will Be Covered:

- Defining conflict
- Types of conflict
- Benefits & Costs of conflict
- The role of anger in conflict
- The five stages of conflict
- Setting norms and rules
- Seven steps to working things out
- Confrontational facilitation
- Managing differences collaboratively
- Asking questions & Listening skills
- Problem solving tools
- Managing anger and stress

Who Should Attend:

- Executives and Senior Level Managers
- Individuals in Management and Leadership roles who want to enhance effectiveness
- High Potentials
- Individual Contributors

Let's Get Started?

1. Contact us to get more information
2. We will tailor the program for your audience
3. Execute the training solution

What's Included?

1. Virtual or Classroom facilitation by an expert facilitator
2. Dynamic Interactive Experience
3. Specialized course workbook and materials
4. Personalized certificate of completion