

Conflict Resolution

Description

As part of any dynamic business organization, conflict arises because people care and want to do their job well. Conflict is beneficial when the focus is on finding the best solution. It becomes destructive when the focus is on people and “winning”.

This course will introduce you to elements that exist during conflict, help you identify the cues that trigger emotional reactions so you can better manage them, and build on communication strategies that will allow you to more effectively work through conflict resulting in stronger working relationships and encouraging creative solutions.

Objectives

- Identify elements that exist during conflict
- Define the concepts of personal vs. business outcomes
- Learn to focus on your own emotions
- Demonstrate communication skills

Audience

This training session is designed for supervisors and managers. Non-supervisory staff can take this training with administrative approval.