

Managing Conflict

PROGRAM OVERVIEW:

Managing conflict is more than teaching interpersonal, communication, and conflict diffusion skills. It is providing skills to prevent conflicts before they arise. Although it is impossible to eliminate conflicts entirely, organizations where managers and employees are more competent in managing conflicts realize financial benefits including reduced turnover and absenteeism. In this program participants will:

TOPICS INCLUDE:

- Explore and develop relationship, trust and communication skill development
- Demonstrate and emphasize the importance of active listening techniques
- Understand how emotions influence conflict
- Diagnose, manage, and learn to heal conflicts and manage disagreements
- Develop collaborative problem-solving skills
- Gain negotiation skills
- Practice conflict resolution techniques

DURATION:

This program is 1 day

FEE:

\$600 (Fee includes course materials, meals, certificate of completion)

AUDIENCE: Business investing in an employee or an individual wanting to further develop their skill set in the area of managing conflict.

