

Managing Conflict

MANAGING CONFLICT PROGRAM OVERVIEW:

Managing conflict, we all do it. Learning to do this well requires more than communication and conflict diffusion skills. In this program, you'll learn skills to prevent conflicts before they arise. Managers and employees who are more competent in managing conflicts see financial benefits to their organization including reduced turnover and absenteeism.

LEARNING OUTCOMES:

- Explore and develop relationships, trust and communication
- Demonstrate active listening techniques and how emotions influence conflict
- Recognize, manage, and learn to heal conflicts and manage disagreements
- Develop collaborative problem-solving skills
- Gain negotiation skills and practice conflict resolution

October 9, 2024

Time: 8:30 - 12:00

Location: TBD in Ottawa

FEE

\$300 (Fee includes course materials, meals and training certificate)

AUDIENCE

Any business wanting to invest in its employees, or any individual seeking skill development in managing conflict.



REGISTER ONLINE

www.cce.onu.edu / 419-772-3559