

## Managing Conflict

**Length:** 1/2 Day

**Summary:** This course will assist you in understanding and implementing strategies that will help to manage conflict effectively.

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### COURSE CONTENT

#### RECOGNIZING CONFLICT

- Identify Your Personal Reaction to Conflict
- Develop a Healthy Attitude Toward Conflict
- Assess the Situation
- Avoid Conflict Escalation

#### RESPONDING TO CONFLICT

- Actively Listen
- Communicate Effectively
- Respond to Negative Tactics

#### RESOLVING CONFLICT

- Identify the Source of the Conflict
- Determine the Best Solution
- Implement the Solution