

Managing Conflict

Length: 1Day

Summary: This course will assist you in understanding and implementing strategies that will help to manage conflict effectively. You will learn common causes and effects of unhealthy conflict, the steps for reducing conflict as well as the techniques for resolving conflict.

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

CONFLICT MANAGEMENT STRATEGIES

- How to reinstate trust
- How to become solution-focused not problem-focused
- Moving beyond conflict
- Difficult people vs. difficult behavior
- Asserting yourself
- Coping with resistance
- Saying "no" assertively

DEALING WITH DIFFICULT BEHAVIOR

- Difficult people vs. difficult behavior
- Process for handling passive and aggressive behaviors
- Create a viable alternative to group conflict

MANAGING CONFLICT ON TEAMS

- Importance of Managing Conflict
- Communication and Conflict
- Preventing Unhealthy Conflict
- Dealing with Conflict
- Dealing with Strong Emotions