

Managing Conflict

Length: 1/2 Day

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

COURSE CONTENT

1: RECOGNIZING CONFLICT

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

2: RESPONDING TO CONFLICT

- Actively Listen
- Communicate Effectively
- Respond to Negative Tactics

3: RESOLVING CONFLICT

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