

Managing Conflict

Prerequisites: none

Length: Half Day

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

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
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