



## RELATIONAL LEADERSHIP: customer service

# CONFLICT RESOLUTION

Conflict, strife, and opposing points of view are part of the workplace and part of life; this cannot be changed. However, employees can change the way they react and manage conflict when it occurs. Conflict Resolution helps employees discover practical, proven alternatives that give them skills to not only deal with difficult and frustrating situations, but to learn from them, thus creating a more productive and less stressful work environment. This class instructs participants in the sources and benefits of conflict, as well as in individual conflict styles.

### Objectives:

By the end of this workshop, participants will be able to:

- Gain understanding of why conflict can be productive in and for an organization if managed properly
- Use a five step approach to effectively resolve conflict

