

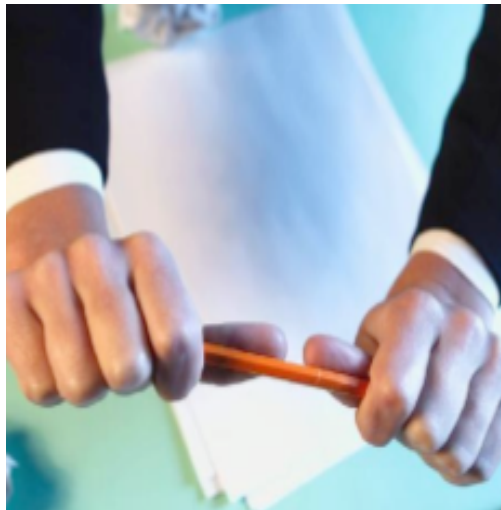


Conflict Management

Objectives:

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

- Identify different sources of conflict in order to recognize where conflict may arise
- Recognize why conflict can be productive in an organization if managed properly
- Implement a five step approach to effectively resolving conflict



Summary

Conflict is inevitable and even desirable in organizations *if* we view conflict as an opportunity. In order to reap the benefits of conflict we must become better at managing it. Conflict Management instructs front-line personnel in the sources and benefits of conflict, as well as five individual conflict styles: competition, compromise, avoidance, accommodation, and collaboration.

This course includes a self-assessment of participants' individual conflict styles and group discussions over conflict in workplace situations.