



Managing Conflict

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. Managing Conflict instructs managers in the sources and benefits of conflict, as well as five individual conflict styles: competition, compromise, avoidance, accommodation, and collaboration.

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