

# Resolving Conflict

## Description

A common misconception is that conflict is negative and disruptive to an organization's performance. But, when well-managed, conflict can result in positive change and increased productivity. Through highly interactive group activities, self-assessments, and discussions, you will learn to recognize the various natures of conflicts and how to appropriately react to those situations. You will also gain a better understanding of your personal style for responding to conflicts to achieve desired outcomes that lead to organizational success.

### Delegate will learn how to

- Describe conflict and its sources and strategies
- Interpret behaviors and reactions within different conflict styles
- Evaluate the impact of how people interpret situations and communicate during conflict
- Assessing conflict to determine a resolution

### Audience

This course is designed for individuals who want to better manage conflict through developing a constructive conflict resolution environment that can lead to creative and innovative solutions.

## Outline

### Recognizing Conflict

- Types of Conflict
- Conflict Sources and Strategies

### Managing Conflict Styles

- Understanding Your Approach to Conflict
- Managing Conflict Styles of Others

### Engaging in Conflict

- Assumptions and Conflict
- Conflict Communication Techniques

### Effective Conflict Resolution

- Analyzing a Conflict and Finding a Resolution
- Facilitating Dialogue

## Prerequisites

There are no prerequisites for this course.