

MANAGING CONFLICT

Conflict is often seen in a negative light. Actually conflict can be very productive if managed well. Often people react to conflict on the emotional level and don't discover the cause of the dispute or disagreement. Understanding how you and others respond to conflict and how to deal with various behaviors will help you improve your communication skills and working relationships. Role-plays and exercises provide practice in dealing with difficult personalities and behaviors more effectively.

Learning Objectives:

- Identify the ways people respond to conflict
- Practice giving constructive criticism that engenders a positive response
- Develop approaches to deal with difficult personalities and behaviors
- Learn a model to manage conflict effectively

Who Should Attend:

Professionals who want to improve their conflict management skills and find productive ways to manage conflict

How Will Participants Benefit:

- Understand your own responses and those of others
- Improve your communication skills
- Practice intervention methods to be more effective at managing conflict
- Develop strategies for resolving conflict

Delivery Method:

Lecture, exercises, role-plays and group discussion

Duration: Four hours