



# Conflict Resolution: Getting Along in the Workplace

**Overview:** Conflict occurs when two or more people try to take different actions or reach different goals. People who are highly competent can become ineffective during conflict. It is important to be able to identify the nature of the conflict and to separate the factual issues from the emotional issues in order to reach conclusion.

## What You Will Cover:

- Interpersonal Communication
- Gender differences at work
- Guidelines for handling communication breakdowns
- Listening & questioning skills
- Giving and receiving feedback
- Activators, behaviors and consequences
- The signs and kinds of conflict
- Your conflict management style
- The 4 C's of conflict management
- How to effectively handle a conflict situation

## How You Will Benefit:

- Improve your ability to strengthen your image
- Become more confident that you understand another person's message correctly
- Identify effective verbal and non-verbal communication
- Increase positive information flow to enhance productivity and performance
- Strengthen staff trust and morale
- Understand the 4 different kinds of conflict (intrapersonal, interpersonal, intragroup, and intergroup)
- Know that conflict isn't always negative
- Be able to deal constructively with conflict situations

### What's Included?

- Instruction by an expert facilitator
- Small interactive classes
- Specialized manual and course materials
- Personalized certificate of completion

TIME: 9am – 4pm. FEES: \$2,000.00 onsite up to 12 people. \$300.00 per person offsite, plus applicable taxes. \*Prices and dates are subject to change.