

Constructive Conflict Management

COURSE DETAILS

Delivery Type: Virtual Instructor-Led
Duration: 2 Days

COURSE CONTENT

In this course, students will learn to recognize the warning signs that precede quarrels and how to mitigate their impact, as well as constructive ways to harness the differences between team members and shift them toward productive, positive outcomes. This course may earn a Credly Badge.

COURSE OBJECTIVES

After completing this course, students will know how to:

- Identify and manage sources of conflict
 - Define an effective strategy to deal with conflict
 - Implement a process to manage conflict situations
 - Build civility in the workplace
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COURSE OUTLINE

- 1 - Understanding conflict
 - Identifying the Causes of Conflict
 - Harnessing the Benefits of Conflict
 - Resolving Conflict
 - Understanding the Key People in Conflict Resolution
- 2 - Civility in the Workplace
 - Recognizing Uncivil Behavior
 - Reaping the Benefits of Civil Behavior
 - Working with Difficult People
 - Identifying and Avoiding Incivility
 - Creating, Implementing, and Enforcing a Civility Policy
- 3 - Conflict Resolution Process
 - Making an Effective Atmosphere
 - Developing Mutual Understanding
 - Focusing on individual and Shared Needs
 - Getting to the Root Cause
 - Generating Options
 - Building a Solution
- 4 - Conflict Resolution Strategies
 - Differentiating Resolution Strategy Versus Process
 - Recognizing the Advantages and Disadvantages to Collaborating, Competing, Compromising, and Avoiding

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WHO SHOULD ATTEND

Professionals who manage teams and desire to understand what leads to conflict, help peacefully navigate team members through potentially antagonistic situations, encourage and empower others to disagree respectfully and productively, and effectively manage disputes between team members.