

A RATIONAL APPROACH TO CONFLICT RESOLUTION

// MANAGEMENT

Duration The course will be conducted over 1 day or 8 hours

Target audience Middle Managers and Supervisors

Number of delegates Minimum 10 delegates and maximum 20 delegates

COURSE BACKGROUND

In many cases, conflict in the workplace just seems to be a fact of life. We have all seen situations where different people with different goals and needs have come into conflict and often-intense personal animosity that can result.

The fact that conflict exists, however, is not necessarily a bad thing: As long as it is resolved effectively, it can lead to personal and professional growth.

In many cases, effective conflict resolution can make the difference between positive and negative outcomes

COURSE OBJECTIVES AND CONTENT

Participants will learn how to:

- Understand the Purpose of the Conflict
- How to get to the Heart of the Problem
- Deal with Uncomfortable Feelings
- Define a Difficult Person
- Turn Arguments into Discussions to defuse blame
- Practice Active Listening and Respond
- Understand the Roles People Play
- Achieve a Different Outcome
- Deal with Strong Feelings
- Deliver Bad News
- Feed the Solution Not the Problem
- Create Win-Win: Achieving Resolution

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