

Managing Conflict

Course Specifications

Course number: 088641

Software: Microsoft Windows®

Course length: 0.5 day(s)

Course Description

This course will assist you in understanding and implementing strategies that will help to manage conflict effectively.

Course Objective: You will identify the sources of conflict and how to manage conflict effectively.

Target Student: Any business professional who encounters conflict in the workplace.

Prerequisites: There are no prerequisite skills for this course.

Delivery Method: Instructor led, group-paced, classroom-delivery learning model with structured hands-on activities.

Performance-Based Objectives

Upon successful completion of this course, students will be able to:

- develop skills to assess a conflict situation and monitor your reaction to the conflict.
- utilize effective communication techniques to manage conflict in a proactive manner.
- resolve conflict through identifying it's source, and determining and implementing the best solution.

Course Content

Lesson 1: Recognizing Conflict

Topic 1A: Identify Your Personal Reaction to Conflict

Topic 1B: Develop a Healthy Attitude Toward Conflict

Topic 1C: Assess the Situation

Topic 1D: Avoid Conflict Escalation

Lesson 2: Responding to Conflict

Topic 2A: Actively Listen

Topic 2B: Communicate Effectively

Topic 2C: Respond to Negative Tactics

Lesson 3: Resolving Conflict

Topic 3A: Identify the Source of the Conflict

Topic 3B: Determine the Best Solution

Topic 3C: Implement the Solution

