

Managing Conflict Skills

This training class is designed to help supervisors manage conflict and reduce stress leading to improved performance and productivity.

- Conflict Management Styles
 - Collaborating
 - Accommodating
 - Competing
 - Avoiding
 - Compromising
- Identify Cause of Conflict
 - Lack of Communication
 - Cultural Differences
 - Perception versus Reality
 - Personality Style Differences
- Interactive Problem Solving Process
 - Define Problem
 - Brainstorm Causes
 - Develop Action Plan
 - Implement Action Plan
 - Follow Through
- Listen with Intent
 - Identify Facts
 - Identify Emotions
 - Provide Feedback
- Bargaining Strategies
 - Distributive
 - Integrative

Learning Outcomes:

At the end of this class, attendees will be aware of various conflict management styles and when one style could be appropriate over another style depending on the issue. Attendees will understand causes of conflict and how to apply a problem solving process to manage conflict.

About the Instructor:

The instructor has over twenty-five years background in the training and consulting industry, and has designed and delivered over 20 training courses. She holds a Master's degree in the Behavioral Sciences and has served on the adjunct faculties of universities in Michigan as well as Florida. She has managed a consulting firm since 1985 that has helped both large and small companies improve performance leading to increased productivity and profitability.

Please call for Dates and Cost.

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