

Department of Corporate Training

Conflict Management

- Understand different conflict communication styles
- Learn the benefits of effective conflict resolution
- Learn what NOT to do to avoid conflict
- Improve self-knowledge and group cohesion through effective conflict resolution
- Learn to reduce workplace stress with effective communication strategies for successful conflict resolution
- Learn effective conflict resolution skills to reduce conflict in the workplace and enhance relationships
- Improve individual and company performance through effective conflict resolution

Learning Outcomes:

- **Understand how to recognize negative and positive conflict situations**
- **Learn individual preferred approach to conflict and how to apply and adapt to other styles to effectively resolve conflict**
- **Learn to recognize situational conflict, relationship conflict, and interpersonal conflict**
- **Learn a five step conflict resolution process (tool) to effectively resolve conflict**
- **Practice conflict resolution strategies for improved performance, relationships, customer satisfaction, and career growth**
- **Create a personal developmental plan to enhance your conflict resolutions skills**

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