

Identifying, Addressing, and Resolving Conflict

Length: ½ day

Conflict is inevitable. Whether you're working with a colleague, in a team, or problem-solving with your boss, you are bound to have a difference of opinion. Being able to address the differences in a manner that de-escalates conflict is critical. This session will help you bring issues to the forefront and recognize the signs of an escalating conflict. Through a combination of lecture, discussion, and purposeful interaction, you will learn strategies for defusing conflict, identifying the core issues, and moving to solutions for bottom line impact.

In this session, you will:

- Gain an understanding of conflict, its causes and how it escalates.
- Enhance productivity, efficiency and morale by effectively resolving workplace conflict.
- Understand the costs associated with avoiding issues in the workplace.
- Understand the benefits to differing opinions and how to bring them to the forefront without causing conflict to escalate.
- Become familiar with your conflict management style, its assets and limitations.
- Learn techniques for positively confronting unproductive behavior in the workplace.
- Learn various conflict management strategies and appropriate uses for each one.
- Create individual action plans that will transfer directly into the

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