

Conflict Management in the Workplace

All of us experience conflict. We argue with our spouses, disagree with our friends, and sometimes even quarrel with strangers at a hockey game. At times we lose sight of the fact that all this conflict is normal. So long as people are individuals there will be the potential for conflict.

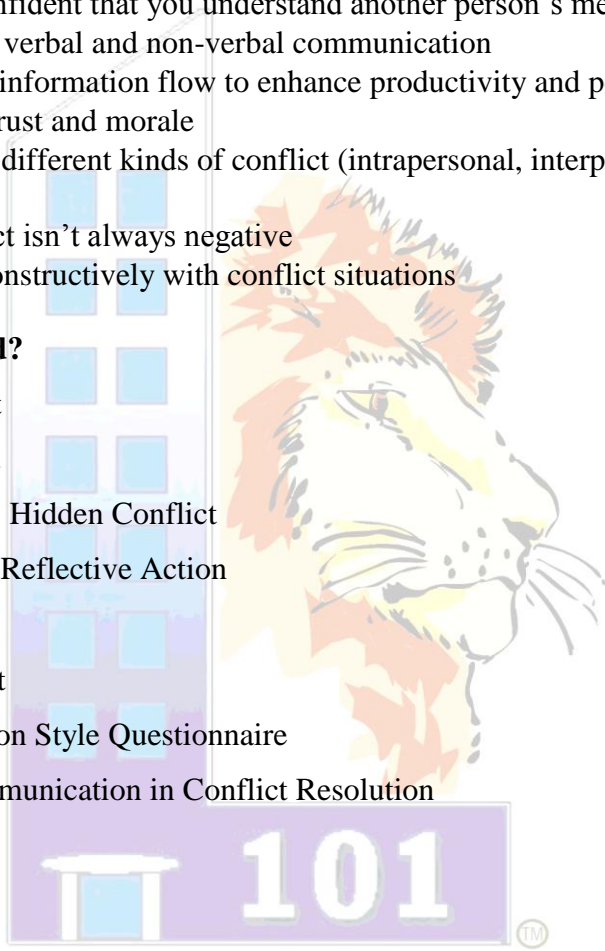
Since you can't prevent conflict, the most important thing is to learn how to handle or manage it in productive ways. That's what this workshop is designed to help you do.

Workshop Benefits:

- Improve your ability to strengthen your image
- Become more confident that you understand another person's message correctly
- Identify effective verbal and non-verbal communication
- Increase positive information flow to enhance productivity and performance
- Strengthen staff trust and morale
- Understand the 4 different kinds of conflict (intrapersonal, interpersonal, intra-group, and intergroup)
- Know that conflict isn't always negative
- Be able to deal constructively with conflict situations

What Will Be Discussed?

- ✓ Defining Conflict
- ✓ Types of Conflict
- ✓ Open Conflict vs. Hidden Conflict
- ✓ Spontaneous and Reflective Action
- ✓ Johari Windows
- ✓ Stages of Conflict
- ✓ Conflict Resolution Style Questionnaire
- ✓ The Role of Communication in Conflict Resolution
- ✓ Active Listening
- ✓ Paraphrasing
- ✓ Powerful Questions
- ✓ Body Language
- ✓ Seven Steps to Ironing Things Out
- ✓ The Conflict/Opportunity Test
- ✓ Conflict and its Resolution
- ✓ Facilitating Conflict
- ✓ Setting Norms



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- ✓ Making Interventions

