

# Managing Conflict

Course Length: Half Day

## 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 its source, and determining and implementing the best solution.

## Course Content

### 1. Recognizing Conflict

- Identify Your Personal Reaction to Conflict
- Develop a Healthy Attitude Toward Conflict
- Assess the Situation
- Avoid Conflict Escalation

### 2. Responding to Conflict

- Actively Listen
- Communicate Effectively
- Respond to Negative Tactics

### 3. Resolving Conflict

- Identify the Source of the Conflict
- Determine the Best Solution
- Implement the Solution

