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Managing and Resolving Conflict

Prerequisites: None
Schedule: Seven Hour Session

Course Objective

This course provides the participant with an understanding of what conflict is and how to resolve it effectively. Through assessments, group activities, discussion, and role play, the participant will learn strategies to prevent conflict within their team or department, manage reactions to stressful situations, and apply these techniques back in the work environment. Participants will practice and receive feedback on their conflict skills.

Course Topics

- ✓ Understand What Conflict Is
- ✓ Learn How To Resolve Conflict
- ✓ Identify Sources Of Conflict
- ✓ Learn How To Use Positive Confrontation Techniques
- ✓ Follow The Steps For Constructive Problem Solving
- ✓ Assess Your Approach To Conflict Resolution
- ✓ Utilize Strategies For Preventing Conflict
- ✓ Apply situations through role play