

PROGRAM OVERVIEW

Conflict is unavoidable. However, the most common approach most people take when a conflict arises is to ignore it. Most people have never learned proper conflict resolution and incorrectly assume that compromising is always the most successful approach. That however is not at all the case.

In this workshop, participants will learn the Thomas Kilmann model of conflict resolution and gain an understanding of how to navigate conflict with the confidence and tools to resolve it appropriately.



LEARNING OUTCOMES



Identify Sources of Workplace Conflict:

When we understand the sources of workplace conflict it helps us depersonalize the conflict and remain focused on the resolution.



Learn Multiple Styles of Conflict Resolution

Most people think that there is only one way to approach conflict resolution but in fact, there are 5 ways from which you can choose depending on the circumstances.



Conflict Conversation Framework

There is a methodology behind successful conflict conversations. Learn how to navigate the conversation so you can negotiate the conflict and manage the relationship.

PROGRAM DETAILS

- 2hr workshop
- Delivered remotely or in person
- Ideal for individuals, managers and teams

Contact Liana Slater for more information at 347-281-3998

