

CONFLICT MANAGEMENT

What makes workplace conflict negative or positive is the way in which it is handled. This course approaches conflict as a productive, healthy, and necessary aspect of workplace interactions. Learners gain self-awareness about their preferred conflict style and examine which styles are most effective in specific situations. Learners also practice a model for planning a productive and healthy conflict conversation.

LEARNERS WILL:

- Define conflict and explain how conflict is healthy and necessary
- Describe the five styles of conflict
- Explain how their natural conflict style affects their approach to conflict
- Recognize the potential advantages and disadvantages of using different conflict modes in a given situation
- Apply the skills and behaviors of Dion Leadership's Healthy Conflict Conversation Model

WHY THIS MATTERS:

Conflict in the workplace is unavoidable. What can be avoided, however, is the stress and loss of productivity and trust that can go with it. When individuals have the insight and tools to approach conflict as a necessary, productive experience, they solve problems more efficiently and build stronger relationships.

DELIVERY OPTIONS:

In-Person: 4 or 8 hours

Live-Online: 3 or 4 hours

See also: Everything DiSC® Productive Conflict; Productive Conflict Management