

Providing  
performance  
assessment to  
be objective  
and fair

Recognizing  
conflict and  
dealing with it  
quickly  
and effectively

## Resolving Conflicts

### Purpose

*Resolving Conflicts* shows that although conflicts in the workplace may be unavoidable, their effect on business can be controlled. By understanding the signs of conflict and by getting to the root cause, managers can eliminate the issue and minimize the impact, preserving the integrity of the team and demonstrating a commitment to individual performance and growth.

This program develops the skills to identify the source of team member conflicts. Using effective communication and management techniques, managers can help individuals understand another point of view and move beyond the conflict.

### Objectives

Participants completing *Resolving Conflicts* will be able to

- Distinguish between the two major sources of team member conflicts: personality clashes and work structure problems.
- Be aware of the positive and negative impacts of conflicts.
- Accept conflict as an inevitable part of all work situations, one that must be dealt with, not ignored.
- Establish a cooperative atmosphere to resolve conflicts when they arise.
- Help individuals involved in conflicts understand each other's point of view.
- Lead them to agree on the facts and a solution.

### The Training

Offered in Classroom, Online, or Blended Formats

Classroom Time: 4 hours, Online Time: 2 hours

Supported by realistic video, PowerPoint and participant workbooks

Leader's Guide plus pre- and post-training tests and applications tools

