

Conflict Resolution

During this 1-day course participants will learn different strategies for effectively managing conflict, build stronger relationships and minimize the negative impact on performance and productivity.

Workplace conflict can appear in many forms, from personality conflicts between employees to an employee and supervisor issues. Successfully managing conflict is one of the most important skills that you can learn and develop.

While some managers seem to have an inherent understanding of what causes conflicts and how to resolve them quickly, that skill needs to be developed and honed over time.

Course Outcomes

- An understanding of the different types of conflict that exist in the workplace
- A range of techniques to help deal with the types of conflict
- A long-term strategy for dealing with the types of conflict, confidently and effectively

Who Should Attend?

- Anyone who is responsible for managing or supervising groups of employees
- Anyone who experiences or has experienced workplace conflict between another colleague or colleagues that they manage.
- People who want standard mechanisms for dealing with conflict in a timely manner, so that they can minimize the effects within the team and/or organization

Timing & Delivery

The total instructional time needed to complete the program is 7 hours. This is most typically delivered in a 1-day classroom format with a suggested timeframe of 8:30 am to 5:00 pm to accommodate for lunch and breaks.

Contact Anne-Marie Hayward at amhayward@coachedbydesign for pricing & details.