

Managing Conflict in the Workplace

Conflict must be managed positively for the organization to operate effectively. Learn how to recognize the difference between healthy and harmful conflict, and how to develop a strategy for controlling and possibly resolving destructive conflict. Students will also use the *Dealing with Conflict Instrument* to better understand their conflict behavior.

Hours: 8 a.m. – 4 p.m.

Length: 1 day

Course Objectives:

At the conclusion of this workshop, participants will be able to:

- Recognize the sources of conflict
- Avoid harmful conflict, where possible.
- Select an appropriate conflict management strategy
- Positively manage conflict.

Who Should Attend:

Engineers, Managers Supervisors and Teams involved in close and frequent collaboration.

Related Seminars:

- Essential Skills for the Modern Manger.
- Essential Skills for the Modern Supervisor
- Building High Performance Teams
- Building a Strategic Performance Management System

Seminar Content

Exploring Conflict

- Conflict – Good or Bad?
- Healthy Conflict
- Harmful Conflict
- Perceptions – The Way We See Things
- Ways of Seeing Conflict

Sources of Conflict

- Facts vs. Perceptions
- Perspective
- Personalities
- Values
- Goals
- Culture

Conflict Management Strategies

- Understanding Your Conflict Management Style
- Competition
- Collaboration
- Avoidance
- Accommodation
- Compromise

Managing Conflict Positively

- Selecting the Appropriate Conflict Strategy
- Choosing Thoughts
- Choosing Words
- Choosing Actions
- Conflict Intervention Workshops



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