

Constructive Conflict Management

Course Overview

People approach situations with their own set of experiences, priorities, and viewpoints. Conflict is inevitable. The ability to govern disputes and even avoid them altogether is vital. In this course, you will learn to recognize the warning signs that precede quarrels and how to mitigate their impact, as well as constructive ways to harness the differences between team members and shift them toward productive, positive outcomes. [Download the Course Outline and Information on Post-Class Content](/Portals/0/Documents/CLD%20Outlines%20and%20Post%20Class/Constructive%20Conflict%20Management.pdf).

Who Should Attend

Professionals who manage teams and desire to understand what leads to conflict, help peacefully navigate team members through potentially antagonistic situations, encourage and empower others to disagree respectfully and productively, and effectively manage disputes between team members.

Course Objectives

Identify and manage sources of conflict. Define an effective strategy to deal with conflict. Implement a process to manage conflict situations. Build civility in the workplace.

Course Outline

1 Understanding Conflict

- Identifying the Causes of Conflict
- Harnessing the Benefits of Conflict
- Resolving Conflict
- Understanding the Key People in Conflict Resolution

2 Civility in the Workplace

- Recognizing Uncivil Behavior
- Reaping the Benefits of Civil Behavior
- Working with Difficult People
- Identifying and Avoiding Incivility
- Creating, Implementing, and Enforcing a Civility Policy

This is a 2-day class

Upcoming Dates

Date	Time	Where
12/09/2019	9:00AM - 5:00PM	Online LIVE
02/20/2020	9:00AM - 5:00PM	Online LIVE
04/27/2020	9:00AM - 5:00PM	Online LIVE
06/11/2020	9:00AM - 5:00PM	Online LIVE

[View All Course Dates & Register Today](#)

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3 Conflict Resolution Process

- Making an Effective Atmosphere
- Developing Mutual Understanding
- Focusing on individual and Shared Needs
- Getting to the Root Cause
- Generating Options
- Building a Solution

4 Conflict Resolution Strategies

- Differentiating Resolution Strategy Versus Process
- Recognizing the Advantages and Disadvantages to Collaborating, Competing, Compromising, and Avoiding