



## Conflict Management

### OVERVIEW

As organizations continue to restructure to a team based structure, the need for training in conflict resolution will grow. Conflict arises from differences, and when individuals come together in teams, their differences in terms of power, values, and attitudes contribute to the creation of conflict.

To avoid the negative consequences that can result from disagreements, most methods of resolving conflict stress the importance of dealing with disputes quickly and openly. Conflict is not necessarily destructive; in fact it is natural in most societies. When managed properly, conflict can stimulate new opportunities and result in benefits for a team, for the individuals and for the customers.

### LEARNING OBJECTIVES

Participants who complete this workshop will:

- Respect individual difference of opinion and improve their ability to influence others.
- Understand and learn the importance of appropriate communication in negotiating a solution.
- Deal with conflict and communicate effectively so others want to cooperate.
- Accept others principles and beliefs and build the most collaborative and synergistic environment.

### COURSE OUTLINE

- Working With People .... Conflict Happens!
- Negative and Positive Conflicts
- What Causes Conflict?
- Personality Differences
- Personality Review
- Paradigm and Perception
- Factors to Consider when Dealing With Difficult People
- Controlling Anger
- Dealing With Difficult Situations
- Strategies for Managing Conflicts