

Managing Conflict Resolution

Conflict is normal, common, and can even be productive, when handled effectively. The skills learned in this the session will help you turn uncomfortable situations into opportunities for growth and development. Your ability to guide your team through challenges will create a positive environment, provide your staff the tools they need to resolve their differences, and help your staff work together to achieve your organizational goals.

During this powerful session, you will:

- Identify the cost of conflict in the workplace.
- Name the benefits of constructive conflict.
- State the causes of conflict.
- Examine the 5 styles of conflict management.
- Learn your role in the management of conflict in your workplace.
- State the difference between mediating and arbitrating conflict, and when you should do either.
- Find out the dos and don'ts of conflict management
- Identify tools that you can use to reduce conflict and help your staff resolve differences professionally .
- And much more...

 **For Success Seminars!**

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