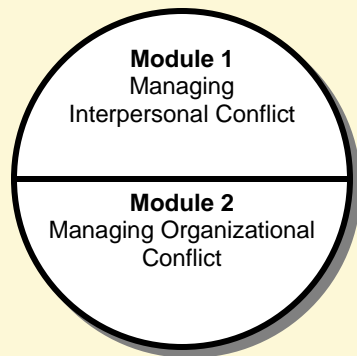


Conflict Management



“Difficulties are meant to rouse, not discourage. The human spirit is to grow strong by conflict.”

William E. Channing

Strong leaders in today’s fast-paced business world realize employees who are adept at managing conflict are crucial to success

Managing Interpersonal Conflict

To stay on the competitive edge High Performance organizations realize they must effectively manage the interpersonal conflict that can occur within their employees. They are dedicated to developing employees with the skills they need to meet the challenges of the ever changing marketplace.

It is a strategic advantage to the organization for their employees to learn interpersonal conflict management skills. They will develop a proactive approach during the course of this 4 hour module by:

- *Understanding the elements of conflict*
- *Recognizing conflict management styles*
- *Tips for handling conflict*
- *Enhancing their interpersonal conflict management styles*

Managing Organizational Conflict

This module introduces participants to the essential knowledge about causes of conflict, types of difficult people, and strategies for preventing and managing conflict with them. This module will motivate managers to set goals and define actions for developing and enhancing their current conflict management abilities.

It will set the groundwork for participants to acknowledge the impact that conflict can have on their job performance and the positive effect that learning to manage organizational conflict can have on an organization’s bottom line.

Managers will develop this ability during the stages of this four hour module by:

- *Identifying causes of organizational conflict*
- *Identifying difficult people*
- *Taking ownership of conflict management*
- *Enhancing their conflict management skills*