

Using appropriate conflict-handling modes to resolve difficult situations

Handling Conflict Workshop Description

Overview

Participants will learn what conflict is and how to manage it by applying specific interpersonal and communication skills. An individual assessment instrument provides insight into conflict-handling techniques and relates them to specific, difficult on-the-job situations.

Objectives

Upon completion of this workshop participants will be able to:

- Identify thoughts and feelings associated with conflict.
- Identify five conflict handling modes and the appropriate use of each.
- Apply these modes to specific situations in their own organization.
- Use a conflict handling process and one or more of the modes to address a real conflict situation on the job.
- Re-think some of their thoughts and feelings associated with conflict.

Learning Methods and Delivery

Handling Conflict utilizes the latest in adult learning methodology including large and small group discussion, a conflict handling survey instrument, a case study model and individual application using real on-the-job examples.

Handling Conflict can be delivered by our facilitators or certified client facilitators.

Target Audience

All employees

Learning Time

3 to 4 hours

Class Size

Typical class size 12 to 20



30700 Telegraph Road, Suite 4566
Bingham Farms, MI 48025
Phone 248.258.0026 Toll Free 866.313.6740
Fax 248.258.0343

www.prismlls.com