



Dealing with Workplace Conflict

Course Description:

These comprehensive training modules equip leaders, managers, and employees with the necessary tools to recognize conflict amongst team members and a process to resolve it quickly and effectively. First, you'll start with understanding the costs, pattern, and sources of conflict. You'll learn about the four phases of conflict and will practice classifying conflicts as work-related, or people related. You'll then explore and reflect on your own conflict behavior, thinking about how you typically handle conflict situations. Next, you'll be introduced to the proven five-step process to successfully handle a conflict or dispute between two or more team members. Then, you'll practice conflict resolution in different scenario situations, responding to team member concerns as the conversation progresses.

The final module, comprised of seven video lessons, defines conflict and describes common causes of workplace conflict. In addition, it explains how to apply the Thomas-Kilmann Conflict Mode Model to generate a win-win conflict resolution. Finally, you will learn how to deal with conflict fairly and ethically.

Learning Objectives:

- Define the four stages of conflict and the impact that unresolved conflict can have on an organization.
- Establish a collaborative conflict resolution process to encourage team member collaboration in conflict situations.
- Identify the conflict behavior exhibited in order to properly handle the conflict.
- Learn and apply the five-step process for resolving a conflict between two or more team members.
- Practice Resolving Conflicts in a full scenario situation.
- Test your ability to apply Resolving Conflicts concepts in this skills-based scenario assessment.

Course Length: 120 mins

CPD Credits: 2

TRAINING COMPANY



www.trainingcompany.ca

info@trainingcompany.ca

1-800-915-8583