

# Conflict Management Workshop

*"If a team can use effective strategies for handling conflict, conflict will afford new learning and eventually deeper, more productive relationships."*

Duration: 1 or 2 days

Conflict doesn't have to be a negative experience. With the right skills in place, conflict can be a powerful catalyst for change and improvement. Help everyone on your team – from the front lines to management – resolve conflict, manage stress, and foster positivity and cooperation.

In this program, you will learn how to improve your conflict resolutions styles as well as your approaches to working before, during and after conflicts. You will have hands-on opportunities for practice so you can improve conflict management mindset and skills set.

## Objectives:

- Recognize four typical approaches to conflict
- Implement the steps of conflict resolutions
- Practice communication skills to minimize and prevent unhealthy conflict
- Handle specific situations including dealing with superior, customers and cross-functional teams

## Agenda:

- Understand "Conflict"
- Advantages and disadvantages of conflict
- Rational vs. emotional orientation
- The Steps of conflict resolution
- Communication skills that support conflict resolution
- Handling challenging personalities
- Handling specific situations
- Dealing with boss or upper management
- Dealing with co-worker or peer
- Dealing with team conflict
- Case study, practice and exchange feedback
- Dealing with an employee
- Dealing with a customer or client
- Case study, practice and exchange feedback

*Award Winner  
of 2017 Communication Training  
by HR Reporter Reader's Choice  
"Think on Your Feet®"  
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