

## WORKSHOP: MANAGING CONFLICT CONSTRUCTIVELY

### Target Audience:

Team Leads, Supervisors, Managers, anyone managing people or projects, or anyone needing to resolve issues quickly and effectively.

This workshop is designed to provide participants with proven and practical tools for 1) operating in a way that prevents conflict before it starts 2) manage differences before they become disruptive and 3) mitigate conflict at an early stage before it becomes a crisis.

Students learn how to mediate conflict between employees, help employees work together more cohesively, and how to get others to work with you versus against you. Through discussion and hands-on practice students leave this course with skills for managing differences, improve teamwork, and enhance job motivation and cooperation.

### Learning Outcomes:

- Learn and practice the latest tools, models and methods for dealing with conflict early and constructively
- Increase your confidence and comfort level when dealing with conflict among employees, yourselves and outside constituents
- Learn tools for enabling employees to take responsibility for resolving their own conflict situations
- Learn the steps for identifying, diagnosing and resolving a variety of conflict situations
- Learn a common language for conflict and
- Learn approaches for creating a climate for healthy conflict management

StrategyWorks, Inc., an International consulting and training firm. The instructor and her team of highly experienced and effective trainers are sought out for their ability to create an experiential, comfortable environment. Past participants have evaluated this workshop as a practical and very useful course.