

Moving Beyond Conflict to Cooperation

Conflict happens in even the most harmonious and positive workplace. Employees need appropriate tools and techniques to manage conflict in the workplace. This training focuses on developing core communication skills that can make the difference between exacerbating a conflict or turning a situation into a positive learning opportunity.

What You Will Learn

- Maintain a healthy mindset for managing conflict in the workplace
- Delivery difficult information objectively so that others will be less likely to overreact
- Understand how reactive thinking can be replaced with responsive thinking in emotional situations
- Translate personal issues into practical, business terms before confronting another employee
- Develop ways to involve employees in problem solving so they have ownership and commitment to those solutions
- Practice strategies for moving beyond conflict to cooperation in four hypothetical problematic situations involving new employees

Who Should Attend

This training has been designed for managers, frontline leaders, supervisors, human resources staff and future supervisors and leaders.