



Constructive Conflict Management in the Workplace

Course Length: 1.0 Hours

Course Description

Our *Constructive Conflict Management in the Workplace* course was designed to address communication issues that occur when workplace conflict is not addressed properly.

In a diverse work force, the ability to resolve conflict in a timely and effective manner can prevent escalation and increase productivity. This course can aid managers and/or employees in identifying the most common causes of workplace conflict and provides proven techniques for managing and resolving workplace conflict.

Identify the negative effects of unresolved conflict and the stark problems created by ignoring conflict. Whether its employees arguing over gossip, or a particular manager's communication style, or dealing with a problem employee, our conflict resolution course can help resolve and prevent most workplace conflicts.

Course Table of Contents

Section 1: Causes of Conflict in the Workplace

Section 2: Managing Workplace Conflict

Section 3: The Negative Effects of Unresolved Conflict

Section 4: Conflict Resolution Styles and Approaches

Section 5: Responding to Anger in the Workplace

Section 6: Managing Personal Anger and Self-talk

Section 7: Effective Communication and Active Listening

Section 8: Components and Benefits of a Conflict Resolution System

Course Learning Objectives

- State the assumptions about Conflict
- Identify the common causes of Conflict in the workplace
- Identify the causes of Conflict in your organization
- Describe techniques for managing Workplace Conflict
- Identify the negative effects of Unresolved Conflict
- Discuss the common responses to Conflict
- Review the Five Conflict Resolution Styles and approaches
- Describe how to create an environment for open, honest dialogue
- List the hallmarks of good Conflict Resolution
- Describe how to respond to anger in the workplace and how to manage your anger
- List the ground rules for Conflict Resolution Discussions
- Identify best practices for effective communication and Active Listening during conflict resolution

Course Topics

Active Listening Techniques

Anger

Anger Arousal Cycle

Cognitive Response

Communication

Conflict

Conflict Resolution Best Practices

Conflict Resolution System

Differences in Leadership Styles

Emotional Response

Ground Rules for Resolution Discussions

Hostile Work Environment

Interdependence

Interest-Based Relational Approach

“I” Statements

Managed Conflict

Managing Anger

Managing Self-Talk

Non-blaming Techniques

Out-of-control Conflict

Perceptual Filters

Physical Response

Procedural Needs

Productivity

Psychological Needs

Stress Reduction

Substantive Needs

Teamwork

The Five Conflict Resolution Styles

Win-Win Approach