

Managing Conflict (Second Edition)

Course Specifications

Course Number:

097005

Course Length:

1 day

Course Description

Overview:

An organization improves its likelihood of success by effectively managing conflict. As a leader within your organization, you share in that responsibility. This course will help you cultivate the skills necessary to help manage conflict and ultimately to decrease the presence of conflict in the workplace.

Course Objectives:

In this course, you will identify the sources of conflict and how to manage conflict effectively.

You will:

- Recognize the impact of conflict in the workplace by identifying your personal reaction and developing a healthy attitude toward conflict.
- Analyze conflict by assessing the situation and identifying the source of the conflict.
- Utilize effective communication techniques to manage conflict in a proactive manner.
- Resolve conflict by evaluating approaches, and determining and implementing an action plan with the best solution.

Target Student:

This course is intended for any business professional who encounters conflict in the workplace.

Prerequisites:

To ensure your success, we recommend you have some level of work experience in any of a variety of organizational settings, and general end-user computer and Internet skills. You may wish to take either of the following Logical Operation courses or have equivalent knowledge:

- *Using Microsoft® Windows® 10*
- *Microsoft® Office Word® 2016: Part 1 (Desktop/Office 365®)*

Course Content

Lesson 1: Recognizing the Impact of Conflict

Topic A: Identify Your Personal Reaction to Conflict

Topic B: Develop a Healthy Attitude Toward Conflict

Lesson 2: Analyzing Conflict

Topic A: Assess the Situation

Topic B: Identify the Source of the Conflict

Lesson 3: Dealing with Conflict

Topic A: Listen Actively

Topic B: Communicate Effectively

Topic C: Respond to Negative Tactics

Topic D: Avoid Conflict Escalation

Lesson 4: Resolving Conflict

Topic A: Evaluate Approaches to Conflict Resolution

Topic B: Determine the Best Solution

Topic C: Implement an Action Plan