



GROWTHco

Advanced Management Techniques: Conflict Management

Category:

Advanced Management

Course Length:

Part of one Full Day
(8 hours)

Materials:

\$25 per participant
for entire day's topics

Cancellation Policy:

10 Business Days

**Minimum Number of
Students:**

1

**Maximum Number of
Students:**

20

Description:

Conflict management is the process of limiting the negative aspects of conflict while increasing the positive aspects of conflict. The aim of conflict management is to enhance learning and group outcomes, including effectiveness or performance in organizational setting. Properly managed conflict can improve group outcomes.

Conflict is inevitable, especially when work teams are diverse and stress levels are high. Conflict results from:

- Poor communication
- Misunderstandings
- Different agendas
- Different values
- Struggles for power and influence within a group

The class instructor leads participants through a series of exercises and facilitated discussions to develop an understanding of how to achieve better results and better relationships.

Course Benefits:

- How to productively manage personal tension
- How to disagree without hurting relationships
- How to effectively deal with difficult people
- Understanding of what contributes and ignites disagreement and conflict and the nature of people's reactions
- Learn the skill set for helping people through conflict
- Understanding as a leader how to react to conflict

GROWTHco

www.growthco.com | jimd@growthco.com | 978.827.3133