

# LEADING CONFLICT RESOLUTION



## OBJECTIVE

- To develop the ability to excel at leading conflict resolution in the workplace.

## WHO SHOULD ATTEND

- Owners
- Supervisors
- Managers

## SESSION DETAILS

- One half day session
- Between 10-20 participants
- Interactive, multimedia format

## BENEFITS TO BUSINESS

- Provides leaders with the tools and knowledge to enhance communication, strengthen negotiation and improve performance and productivity
- Improves employee satisfaction and retention

## PROGRAM AT A GLANCE

Leading Conflict Resolution is designed to assist leaders in developing their awareness of conflict and ability to successfully resolve issues to build stronger relationships with enhanced understanding and collaboration. This workshop provides participants with proven strategies for conflict resolution and confidently manage issues in a composed manner.

### Causes and Consequences

Discover the dynamics of conflict, main causes, and impact on productivity and the workplace

### Effective Communication

Examine 5 different interaction modes that optimize interactions and communication

Explore how to address problem behaviour in a way that is precise, non-accusatory and constructive

### Negotiation & Conflict Resolution

Learn how to effectively manage anger and emotions related to conflict to improve the effectiveness of a resolution

Acquire the knowledge and tools to reduce conflict while managing both employee and team performance issues

Learn strategies to effectively respond to conflict issues that impact productivity