



Managing Conflict in the Workplace

Increasing critical skills and acumen to resolve conflicts in an effective manner

For more details and additional offerings, visit our website:

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SD
SHOCKINGLY
DIFFERENT LEADERSHIP



COURSE OVERVIEW

Conflicts are inevitable when people with different perspectives and goals are working in the same environment. We have all experienced the stress that comes from having unresolved conflicts at work. Conflicts that are ignored or resolved badly do not go away - they cause people to feel resentful and to avoid each other. The effects on the company are a loss of productivity, a hit to employee morale, larger than normal absenteeism and bad turnover. Our Managing Conflict Workshop goes directly to the heart of this problem.

This course will teach you to diagnose conflict before it intensifies, apply appropriate conflict resolution techniques to specific situations, and remain calm under fire. You must be prepared to effectively handle all types of conflicts, and this workshop will help participants understand the root of conflict, lead difficult conversations, communicate without causing defensiveness, de-escalate difficult situations, and resolve conflicts in the most positive, collaborative way possible.

WHAT PARTICIPANTS WILL LEARN

- That conflict is inevitable, unavoidable—even healthy. The existence of conflict is not the problem, but rather how it is resolved.
- How to leverage potential conflict situations as opportunities for critical conversations that enhance work relationships
- The five different conflict management styles and how to best use them to manage conflict in a productive, positive way, all while keeping relationships intact.
- How to gain confidence in holding difficult conversations calmly and assertively
- How to actively listen to others’ points of view, for better understanding and improved work relations
- How to express needs and problems openly and honestly without blame, criticism, or finger-pointing
- How to mediate disputes between team members, while maintaining the self-esteem of all parties by identifying contentious tactics to avoid

HOW YOUR COMPANY WILL BENEFIT

- Reduced time spent refereeing disagreements and conflicts between team members
- Reduced stress because problems and conflicts are faced and solved instead of ignored or avoided
- More openness because employees feel more comfortable bringing up their issues and working out their differences
- Increased confidence of managers and leaders in having difficult conversations to resolve conflict



ADDITIONAL INFORMATION

- Audience:** Employee and Manager versions available
- Available formats:** 1/2 day and full-day versions available
- Modalities:** Instructor-led (both onsite and virtual)
- Fees:** Contact us to schedule a discovery call & receive a free price quote

<https://www.shockinglydifferent.com/get-free-quote>

ABOUT SDL

Shockingly Different Leadership is a human capital professional services consultancy that provides organizations access to the best consulting expertise in the areas of Talent Development, Organizational Development, & Human Resources - on an on-demand, project, or contract basis.