



Managing Conflict

Develop self-awareness and skills that turn potentially destructive conflict into constructive conflict, enhancing the ability to diagnose and respond effectively to conflict situations.

Conflict is inevitable in the workplace, often conjuring negative images of tense arguments and clenched fists. However, the most efficient businesses are not the ones that are completely devoid of conflict, but those that can constructively manage conflict and frame it as a force for creativity and growth.

Through discussion, a self-assessment and peer learning, participants discover their and others' behavioral tendencies during conflict and how to adapt their approach for the best possible outcome.

Learning Outcome

Upon completion of this program, participants should be able to:

- ☑ Apply personalized, actionable strategies to effectively manage conflict



Leaders of
Others



Two Hours



In-Person
Instructor-Led



Virtual
Instructor-Led



Self-
Paced



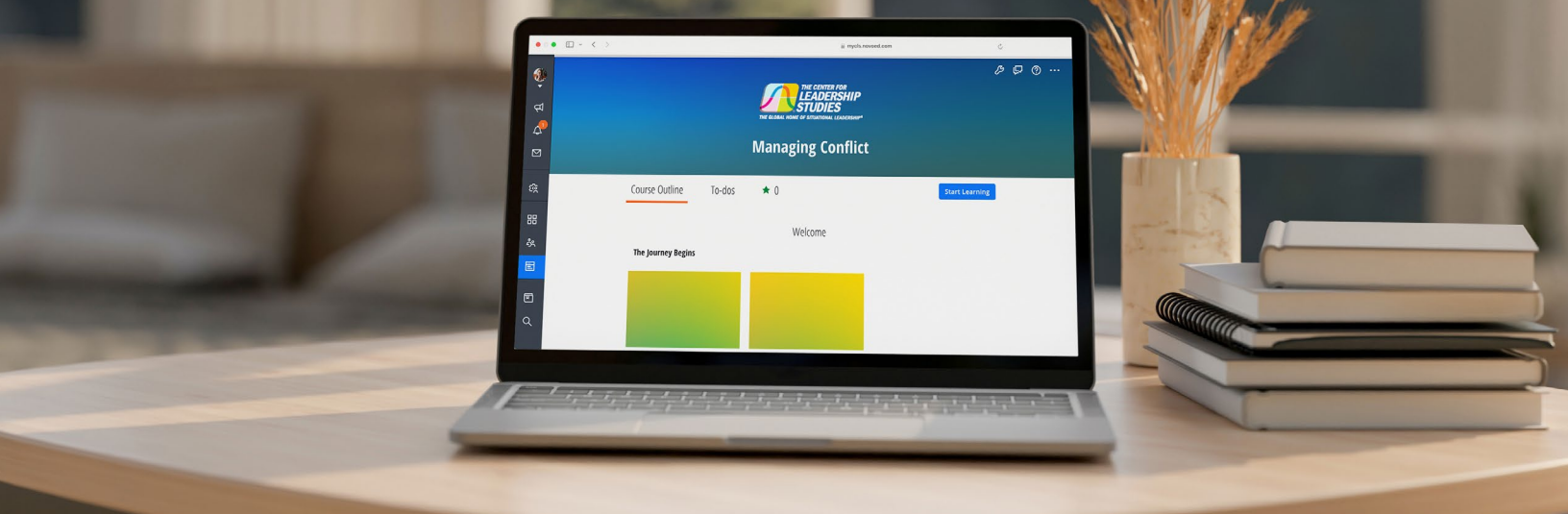
E-Certification



Sustainment
Support



Kraybill Style
Inventory



Agenda

- Conflict in the Workplace
- Conflict Statistics
- Conflict Sources
- Experiences With Conflict
- Self-Assessment
- Conflict Management Styles
- Your Strongest Style
- Benefits of Managing Conflict Effectively
- Conflict Style Spotlight
- Conflict Conversation Plan

“This course has given me an understanding and appreciation for different conflict reactions. I feel confident now that I can appropriately regulate my own tendencies and mediate others in conflict with the skills I learned!”

–Director of Human Resources

“It was eye-opening to hear that conflict isn’t always a bad thing, but can be a tool for the greater good. The training made me realize how well-handled conflict can have so many benefits like efficiency, better communication and collaboration.”

–Learning Consultant

“I’m already putting what I learned into practice for a current conflict, and wow! What a difference I’m already seeing by understanding the traits and how to interact with different conflict styles. This is a game-changer for dealing with conflict effectively!”

–Operations Manager

Learning Formats

MODALITY	In-Person Instructor-Led	Virtual Instructor-Led	Self-Paced
DURATION	2 hours	2 hours	2 hours
SEAT TIME	2 hours	2 hours	2 hours
LEARNING STYLE	Synchronous	Synchronous	Asynchronous
MATERIALS	Participant Handout	Digital Participant Handout	Digital Participant Handout