



Course Title: *Resolving Conflict with Your Peers*

Course Description

The more people have to depend upon each other to achieve results under pressure, the higher the instance of conflict. Given the complex web of interrelationship that exist in most organizations today there is ample opportunity for conflict, big and small to arise.

As much as we might try to avoid it, we're probably going to be confronted with conflict every once in a while. When conflict does arise, it's best not to ignore it or hope it goes away on its own. It's best to deal with it; and dealing with conflict effectively requires both strategy and skill. This course will provide you with a process for resolving conflicts with your peers that encourages shared solution while building construction work relationships.

Learning Objectives

In this course you will learn how to:

- Work toward reducing the impact that conflict has on productivity and work relationships.
- Get a clear picture of the causes behind a conflict
- Prepare to address conflict with a resolution mindset
- Talk through a conflict situation objectively and non-defensively.
- Develop first steps and trial solutions to begin to resolve the conflict.
- Follow through to keep momentum headed toward a solution.

Open to: All employees

Competencies Addressed: Communicate Effectively, Interpersonal/Team Skills, Managing Conflict

Course Length: Four Hours