



**REAL WORLD**  
TECHNOLOGY TRAINING & SOLUTIONS  
"Training You Can Really Use"

# Managing Conflict

**Duration: 1 Day**

**Method: Instructor-Led Training (ILT) | Live Online Training**

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## Course Description

An organization improves its likelihood of success by effectively managing conflict. As a leader within your organization, you share that responsibility. This course will help participants cultivate the skills necessary to help manage conflict and ultimately to decrease the presence of conflict in the workplace.

## Target Audience

This course is intended for:

- Any business professional who encounters conflict in the workplace.

## Prerequisites

To attend this course, candidates must have:

- Some level of work experience in any of a variety of organizational settings, and general end-user computer and Internet skills. This can be obtained by taking the following courses or have equivalent knowledge:
  - Experience using Microsoft® Windows® 10
  - Knowledge of Microsoft® Office Word® 2016: Part 1 (Desktop/Office 365®)

## Course Objectives

Upon successful completion of this course, attendees will be able to:

- Recognize the impact of conflict in the workplace by identifying your reaction and developing a healthy attitude toward conflict.
- Analyse conflict by assessing the situation and identifying the source of the conflict.
- Utilize effective communication techniques to manage conflict proactively.
- Resolve conflict by evaluating approaches and determining and implementing an action plan with the best solution.



## Course Topics

### Module 1: Recognizing the Impact of Conflict

- Identify Your Reaction to Conflict
- Develop a Healthy Attitude Toward Conflict

### Module 2: Analysing Conflict

- Assess the Situation
- Identify the Source of the Conflict

### Module 3: Dealing with Conflict

- Listen Actively
- Communicate Effectively
- Respond to Negative Tactics
- Avoid Conflict Escalation

### Module 4: Resolving Conflict

- Evaluate Approaches to Conflict Resolution
- Determine the Best Solution
- Implement an Action Plan

## EXERCISES INCLUDED