

AAIM Course Description



Resolving Conflict in the Workplace

Conflict in the workplace is a normal and natural part of being around other people. However, when it interrupts the work environment and disrupts the ability to complete tasks, you need to do something. Conflict can be managed and even decline using assessment and process methods that are proven.

In this half-day course, participants learn methods to assess the type of conflict being faced and methods to diffuse and move beyond the conflicts to produce organizational results working together. As part of the session, participants will work through individual conflict situations applying the methods to see how they build to resolve and manage the kinds of conflict that are not productive.

At the end of this course you will be able to:

- Recognize what escalates and de-escalates conflict
- Learn and be able to choose among conflict resolution styles
- Recognize destructive and constructive behaviors and communication skills
- Review how to use the power of results-oriented trust behaviors and relationship building
- Use understanding of normal working style differences to influence in new ways
- Practice a conflict resolution process including identifying mutual gains and focusing on desired outcomes

Topics that will be covered:

- Defining Conflict, Conflict Styles, and Sources of Conflict
- The Path Escalating and De-escalating of Conflict
- Levels of Intensity: Differences, Misunderstandings, Disagreements, Discord, and Polarization
- Basic Anatomy of Emotional Reactions
- Destructive and Constructive Behaviors
- Constructive and Destructive Communication Skills
- Normal Working Style Differences
- The Role of Trust, Relationship Building, and Apologizing
- Guiding Principles for Conflict Management
- Using Mutual Understanding and Outcome Directed Thinking
- Conflict Resolution Process

Prerequisites: New or experienced front-line supervisors and any level of manager who wants to learn more about how to become more confident and proficient at managing conflicts to get better organizational results.

Advanced Preparation: There is no advanced preparation for this course.

Competencies: Conflict Management

Delivery Method: Group-Live | **Course Level:** Basic | **Duration:** Half-day

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Continuing Education/Recertification Credits: CPE Credits, HRCI Recertification Credits and SHRM Professional Development Credits may be available for this course.