

Resolving Conflicts

Course Summary

Resolving Conflicts program equips supervisors, team leaders and managers with the tools to recognize conflict and handle it quickly and effectively. By understanding the signs of conflict and finding the root cause, managers can eliminate the issues and minimize the negative effects. Facing conflicts directly allows leaders to preserve the integrity of their teams and demonstrate a commitment to individual performance and growth.

Resolving Conflicts helps managers develop skills to identify the source of team member conflicts. Using effective communication and management techniques, managers can help individuals see the situation from another point of view and move beyond the conflict. Managers will also learn about the positive and negative aspects of conflict and how some conflict can be beneficial.

Course Materials

Facilitator Guide

- Provides complete instructions about how to conduct the course
- Supplies explanatory information for the trainer, sample trainer narrative, transcripts of video segments and facilitation notes
- Includes the facilitator resource CD, which contains a PowerPoint presentation, additional resources, reproducible pages from the facilitator guide and a participant workbook

Participant Workbook

- Provides exercises, forms, skill practice aids and a video synopsis
- Offers a job aids section with tools and resources for applying course skills
- Includes a Memory Jogger Card™, which gives leaders a handy reminder of the course's skill points

Video

- Presents an introduction followed by a scenario depicting positive use of the program's skill points
- Provides video segments that focus on modeling positive behavior for skill practices
- Offers scenarios for both office and industrial/other settings