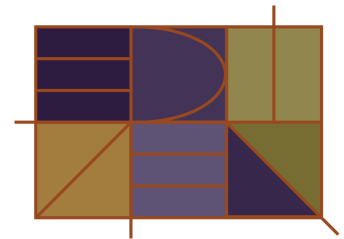




Mastering the Art of Business through Workforce Training



EDIZEN

Workshop **Conflict Management**

Summary Every workplace has conflict. Depending how it is handled, conflict can become a tool for improving processes, communication and the overall work environment, or it can become a negative force that affects productivity and morale. In this program, participants will learn about their preferred conflict management style, a conflict strategies model, and when and where to use each of the five conflict strategies. Participants will have the opportunity to practice new conflict management strategies using case studies and scenarios.

Format Half day to full day

Target Audience Employees at all levels

Topics Covered and Learning Objectives At the end of the session, participants will understand a variety of conflict management strategies and will be able to use each of the strategies when they return to the workplace. Topics include:

- Defining conflict
- Understanding our preferred conflict management style
- Appreciating the context: organizational norms and expectations around conflict
- Recognizing the personal and organizational impact of unresolved conflict
- Understanding The *Five Conflict Strategies Model*
- Learning when and where to use each conflict strategy
- Practicing: role-plays, case studies and scenarios

Edizen's experienced facilitators consistently receive the highest evaluations for delivering workshops that are interactive and meaningful.

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to learn more about how we can help you and your organization meet your goals.

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