

Conflict Resolution

Resolving Conflict Effectively

The Issue:

Conflict, it seems, is a fact of life. We've all seen situations where different people with different needs have come into conflict on and off the job. We have all experienced the feelings of conflict and the personal animosity that can result.

Conflict, however, is not necessarily a bad thing; that is, **as long as it is resolved effectively**.

In many cases, effective conflict resolution skills can make the difference between positive and negative feelings and outcomes.

Conflict can result in:

- Personal dislike
- Team damage
- Personal attacks
- Negative employees / clients
- Poor work performance

The Solution:

Conflict Resolution Skills-- Conflict resolution, like communication, is a skill that needs to be learned and practiced. It's not something that comes naturally.

Our Goal:

- Understand the Theory
- Increase group cohesion
- Improve self-knowledge
- Identify potential conflict
- Resolve conflict effectively

Who Should Attend: Managers, Employees, **Everyone**



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