

Managing Conflict

Program Description:

We've probably all been in interactions at work where we experienced conflict with others. More often than not, these disagreements have hampered the group's progress. But what if we could create environments where conflict doesn't linger, people feel better understood, and good decisions get made? The goal of this program is to help people move productively through conflict so that everyone can contribute and spend their energy doing things that matter.

Conflict can tear a team apart, so it is crucial that problems be resolved before they take over a group. A DiSC[®]-Based Approach is a straightforward program that helps people develop the understanding and self-awareness necessary to resolve interpersonal conflict. In addition to helping people learn how to work through conflict on an individual basis, the program offers a strong foundation for resolving issues within an entire team. The program builds important skills that are necessary for effective communication and teamwork.

Results: Participants will:

- Recognize unique preferences and behaviors when working on a team.
- Learn what their behaviors may look like when under stress and in conflict.
- Learn a model for understanding how people of diverse styles react differently to conflict.
- Understand how their own and others' behaviors may be interpreted in different ways.
- Discover a non-threatening way to communicate preferences and discuss differences.
- Create action plans for dealing with conflict situations by exploring effective methods for coping with conflict in the workplace.

Suggested Audience:

Individuals and teams seeking to build skills in positive and productive conflict resolution.

Program Length: 4 – 8 hours