

# Resolving Conflicts

"I've got great people on this team. They just don't always get along. Sometimes I feel more like a referee than a manager."

Diverse work teams can mean enhanced creativity with exceptional outcomes. It can also mean conflict as individuals bring different personalities and work styles to the table. Managing those differences quickly and effectively can mean the difference between a "bump-in-the-road" and lost productivity - a loss that can impact the entire organization.



**Resolving Conflicts** provides the tools needed to recognize conflict and deal with it quickly and effectively. By understanding the signs of conflict and by getting to the root cause, managers can eliminate the issue and minimize the impact. Facing these conflicts head-on allows the manager to preserve the integrity of the team and to demonstrate a commitment to individual performance and growth.

## Program Description

**Resolving Conflicts** helps managers develop skills to identify the source of team member conflicts. Using effective communication and management techniques, managers can help individuals understand another point of view and move beyond the conflict.

Throughout the workshop managers will review video presentations and case studies, participate in group discussions, practice new skills, and receive immediate feedback. Managers leave with implementations tools, troubleshooting guides and additional resources to help them apply the skills they have learned on the job.

This 4-hour workshop is designed for 6-18 participants and includes the following:

- Sources of team member conflict
- Effective ways to resolving conflict
- Mismatched agreement appearing to be conflict
- Positive and negative aspects of conflict

## organizational impact:

**Resolving Conflicts** will enable managers and team leaders to:

- Accept conflict as an inevitable part of all work situations and deal with it in order to maintain individual and team focus and productivity.
- Recognize the positive and negative impacts of conflicts and leverage conflict to everyone's advantage.
- Distinguish between the two major sources of conflict so that they can be resolved fairly and effectively.
- Establish a cooperative atmosphere to resolve conflicts when they arise.