

Conflict Management

1 day

Description

When people work together in a diverse and dynamic environment, conflict and disagreements inevitably arise. Learning to resolve disagreements constructively is the key to maintaining healthy work relationships and fostering a productive workplace. Conflict Management helps students improve their interpersonal, communication, and mediation skills. Several exercises and case studies throughout the book give the lessons relevance and practical application in the real world. Students will also become familiar with the guiding principles behind conflict management, the nine approaches to managing disagreement, and a four-phase process for resolving conflict. With the proper understanding of the nature of conflict and with the tools to handle disagreements constructively, students will be able to enrich their work, their relationships, and their careers.

Prerequisites

- *None*

Course Outline

Part 1: Understanding Conflict Management

Guiding Principles

What's Your Style?

Nine Approaches to Managing Conflict and Disagreement

Part 2: The Four-Phase Process for Managing Conflict and Disagreement

Introducing the Process

Phase I: Explore

Phase II: Plan

Phase III: Prepare

Phase IV: Implement

Appendix

Review Case: Serving the Customer

Summary Review

Reflection

Additional Reading