



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. They 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 minor "bump-in-the-road" and lost productivity – a loss that can impact the entire organization.

Impact

Managers and team leaders will be able 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 it can be resolved fairly and effectively.

Establish a cooperative atmosphere to resolve conflicts when they arise.

For over 20 years, we've helped thousands of organizations equip managers with the tools they need to succeed. Our experience and much research has proven that the leadership skills like the ability to resolve conflicts, of one's immediate boss can determine not only whether an individual stays with an organization but also how much that individual contributes to the organization's success.

By keeping the team focused on performance and minimizing the impact of inevitable conflicts, the leader can greatly increase the effectiveness of the business unit. Workplace conflicts are unavoidable, but their affect on business can be controlled.

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, leaders can eliminate the issue and minimize the impact. Facing these conflicts head-on allows the leader to preserve the integrity of the team and to demonstrate a commitment to individual performance and growth.

Program Description

Resolving Conflicts helps leaders develop skills to identify the source of team member conflicts. Using effective techniques, participants can help individuals understand another point of view and move beyond the conflict. Throughout the workshop participants will review video presentations and case studies, participate in group

discussions, practice and develop new skills, and receive immediate feedback. Leaders leave with implementations tools, troubleshooting guides and additional resources to help them apply the skills they have learned on the job. The 4-hour workshop is designed for six to fifteen participants and includes the following:

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

Course Materials

Facilitator Guide

- Complete instructions on how to conduct the workshop.
- Explanatory text for the trainer, sample trainer narrative, transcripts of video segments and facilitation notes.
- Facilitator Resource CD-ROM containing PowerPoint presentation, additional resources, and reproducible pages from the facilitator guide as well as entire participant workbook.

Participant Workbook

- Exercises, forms, skill practice aids, and a video synopsis.
- Job Aids section with tools and resources for applying the skills learned in the workshop.
- Memory Jogger Card providing a handy reminder of the workshop's skill points.

Video (VHS or DVD)

- Introduction followed by a scenario displaying positive use of the skills discussed in the program.
- Video segments focusing on modeling positive behaviors for skill practices.
- Scenarios in both office and industrial settings.
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About our Publisher



Vital Learning's award winning programs have successfully helped organizations develop leaders, managers, and front-line leads for over 20 years. The Vital Learning Leadership Series offers the most comprehensive and practical curriculum for building the management skill set required by 21st century managers.

Our customers tell us that this training really works because it enables the changes in management behavior that drive improved business results. We can help you take the first step toward creating successful managers and more productive and profitable teams.

About Professional Development Associates

Professional Development Associates has consultants, facilitators and trainers throughout the country to meet your needs, most with more than 20 years of experience in delivering high-quality training and providing a full range of professional OD/training services.

We have built our business by ensuring our clients receive the best value...the elusive "Best Bang for the Buck" services and products available...period. Our trainers make the programs come alive...and we can help your trainers do the same thing. We provide you with world-class materials or training or trainers (or all three) which will maximize measurable changes in behavior. And we "walk the talk" with superb customer service.