

Beyond Conflict: Collaborating for Success

Description: The ability to accept conflict as a normal and healthy part of teamwork eludes many workgroups desiring to become a team. Many work groups experience the negative effects of conflict avoidance because of a supervisor who does not address interpersonal differences. This course provides team leaders and managers with the understanding, tools, and skills needed to navigate conflict and use it to strengthen the team's effectiveness.

Outline:

- Accept the leader's responsibility to resolve conflict
- Assess your preferred approach to conflict
- Learn the five responses to conflict
- See the dynamic of conflict
- Clarify the result of unhealthy approaches to conflict
- Evaluate and classify types of conflict
- Get the steps to conflict resolution
- Consider how leadership creates unnecessary conflict on your team

Objectives:

- Be aware of your natural tendencies in conflict
- Choose the right response to conflict situations
- Resolve conflict in your team
- Teach team members to resolve conflict
- Evaluate the potential of a conflict to derail your team
- Classify the type of conflict accurately
- Use the conflict resolution process
- Relate intentionally in a way that minimizes conflict