

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. This course provides team members with the understanding, tools, and skills needed to navigate conflict and use it to strengthen the team's effectiveness.

Outline:

- 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
- 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