

Navigating Conflict



The typical manager spends anywhere from 20-40% of their time dealing with workplace conflicts.

The majority of employees in organizations have never received conflict-management training, which explains why 67% go out of their way to avoid a colleague when there is a misunderstanding.

Purpose

Of all the variables that impact workplace performance, conflict between coworkers is often the most challenging one. Conflict can damage relationships, reduce performance and create fear, which explains why many people avoid it. Conflict also provides an excellent opportunity for increased understanding, greater clarity and better results when there is a willingness and ability to navigate it effectively.

Description

Participants acquire tools and build skills that improve relationships while navigating potential danger zones. Participants also learn to understand the benefits inherent in the energy that conflict generates. The program focuses on real workplace scenarios so participants learn to immediately apply this knowledge.

Learning Outcomes

- Understand the common triggers and reactions to conflict
- Learn how brain science influences our understanding of conflict
- Discover seven fundamentals required to navigate conflict effectively
- Develop the skills of communicating clear expectations
- Explore and identify how to have productive accountability conversations
- Learn communication skills that can de-escalate conflict when emotions are engaged
- Utilize a personal case study to apply all course concepts to your everyday experiences

Duration

One Day



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