



Conflict

4 Hours

English | Spanish

Leadership

Team Member

Leadership Course

Organizations today require individual contributors to be adept at handling workplace demands such as increased productivity, improved work quality, reduced turn time, decreased costs, and excellent customer service experiences. A natural and unfortunate byproduct of these challenges is conflict. Many people fear conflict or avoid conflict. Productive conflict is good. Unproductive conflict, if allowed to escalate, may lead to poor results and damaged working relationships. Productive conflict will lead to new discoveries, innovative break throughs and new business developments.

Leaders learn how to recognize the early signs of destructive conflict and how to de-escalate situations by taking appropriate and timely action to minimize damage amongst team members. They will also be introduced and have ample opportunity to practice using the key interpersonal skills that focus on resolutions tactics that will resolve conflict before it impacts performance, profitability, or productivity.

This course will enable leaders to . . .

- Recognize the signs before conflict arises and escalates.
- Provide more attention to conflict before it escalates out of control and impacts performance, profitability, or productivity.
- Address conflict when it is affecting productivity and/or morale.
- Mediating a conflict between two or more individuals.
- Hold individuals accountable for their role in conflict.

Team Member Course

Given increasing work demands, team members must be able to communicate effectively, collaborate with others, and deal with inherent and frequent conflicts that arise in a positive manner. When this does not happen and leaders are unable to handle the conflict or the conflict is too overwhelming for them to act upon, this course is the answer. Please contact us at training@TheTalentAuthority.com for a course description.

Talent Tip. Consider a training course that includes an assessment! See Productive Conflict on page 18.