

Employee Training – Managing Conflict in the Workplace

Employee Centric offers a Managing Conflict in the Workplace training class for *any employee* who is responsible for handling conflict at work.

Managing Conflict in the Workplace is interactive and hands-on. The class is designed for a half-day session. Participants will leave with a better understanding of how to manage conflict using five coping techniques.

Program Objectives:

By the end of the session, participants will:

- Gain a clearer understanding of the nature of conflict
- Receive feedback on personal styles of handling conflict
- Practice using different styles when working through a difficult situation
- Generate clear-cut guidelines for confronting difficult behaviors

Program Outline:

- Review personal definitions of conflict
- Discuss the pros and cons of conflict
- Take a Conflict Management assessment
- Learn the five methods for handling conflict
- Practical application using case studies

How Can I Get Started?

Contact us for a complimentary consultation to find out if Employee Centric can work for your company.

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