Communicating Through Conflict

Unresolved conflict in the workplace can lead to productivity declines, decreased job satisfaction, lost organizational commitment, and generally has negative impacts on overall individual and organizational performance.

This training is designed to help individuals and teams become more effective conflict managers by understanding the types and causes of conflict, how different personalities react to conflict, and how to implement conflict management practices that are appropriate and effective.

Following the completion of this course, participants will be able to:

- Understand the types of conflict that commonly occur

- Identify why and how conflict emerges

- Understand the ways that people react differently to conflict

- Apply conflict resolution tools to become more effective conflict managers

The course follows an interactive format that caters to various learning styles. In addition, behavioral-based application and action planning is a part of every course Horizon Point facilitates.

Conflict & Compromise

Organizations face conflict regularly. The difference between good and great conflict managers is strategic use of assertiveness and cooperativeness to reach a situationally appropriate resolution.

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