

The Art of Conflict Resolution: Strategies for Managing Resistance

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When intelligent, confident and assertive people come together to achieve goals in the workplace, conflicts are inevitable, and the long-term success of the organization depends upon the successful resolution of these issues.

Conflict is healthy and advantageous when it brings about new ideas and deeper understanding in relationships. For this to occur, the basis for dealing with conflict should be objective, open and honest communication. Additionally, there must be a mutual desire for resolution. Conflict in the workplace is unhealthy when it leads to blame, distrust, anger and withdrawal.

The Art of Conflict Resolution will make you more aware that workplace relationships, as well as those with clients, merit the investment of the time and energy required for disagreements to be resolved in such a way that both parties feel respected in the process.

“When two people in business always agree, one of them is unnecessary.”

W. Wrigley, Jr.

You Will Learn To:

- Assess the style you revert to when confronted with conflict from others
- Anticipate how individuals will react to conflict situations
- Select the appropriate conflict resolution techniques for different situations
- Identify what you bring to conflict situations

You Will Benefit By:

- Increasing your level of confidence when dealing with conflict in the workplace
- Improving relationships with co-workers and clients
- Effectively resolving conflict situations