

Managing Workplace Conflict

Course Description:

Too often it appears that conflict in the workplace just seems to be a fact of life. Conflict may have both negative and positive consequences. However, if conflict is not handled effectively, the results can be damaging to both the organization and to individuals within the organization.

This workshop is designed to help managers and leaders to understand the nature of conflict and its impact in the workplace. They will gain a greater understanding of the dynamics of workplace conflict, strategies and techniques to manage it effectively, and how to handle it personally.

Learning Objectives:

Upon completion of this workshop, participants will:

- Understand the nature of conflict and its potential impacts;
- Understand the importance of effectively dealing with workplace conflict;
- Address problem behaviour in a way that is specific, non-accusatory and constructive;
- Effectively deal with anger and emotions related to conflict; and
- Be able to model appropriate communication strategies when managing conflict.

Who Will Benefit:

All persons who perform managerial or leadership roles would benefit from this workshop. However, the workshop is specifically designed for experienced leaders and managers charged with and challenged by the responsibility of keeping their team or organization working effectively.

Content:

The course emphasizes participant involvement using a combination of lecture, discussion, casework and exercises to support and reinforce personal learning.

Topics covered include:

- What is workplace conflict
 - Kinds of conflict
 - Elements of conflict
 - Role of assumptions, perceptions and expectations
- Beneficial aspects of some workplace conflict
 - Types
 - Importance
 - Tips for managing healthy workplace conflict
- Five different ways to manage conflict
- Communicating in conflict

Cancellation Policy

An administration fee will be charged for cancellations less than 14 days prior to the course date. Substitutions will be permitted at any time. Course transfers may be made without penalty. The BRC reserves the right to cancel any seminar and will, in such event, fully refund all registration fees. No liability is assumed by the organizers for changes in seminar dates, content, speakers or venue.

- Managing workplace anger
- Being hard on the problem, not the person
- Developing a survival plan as a supervisor
 - Elements
 - Strategies

Complimentary Courses:

This course is part of The BRC's "Level II" series of management development courses, and provides a solid foundation for experienced managers wishing to enhance their leadership skills within the organization. Additional extension courses within Level II include:

- Developing and Motivating Effective Teams
- Effective Leadership Skills
- Successfully Managing Change

Location:

On-Site

Duration:

1 Day - full course outline

1/2 Day - higher level overview, reduced exercises

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