

## Resolving Conflict

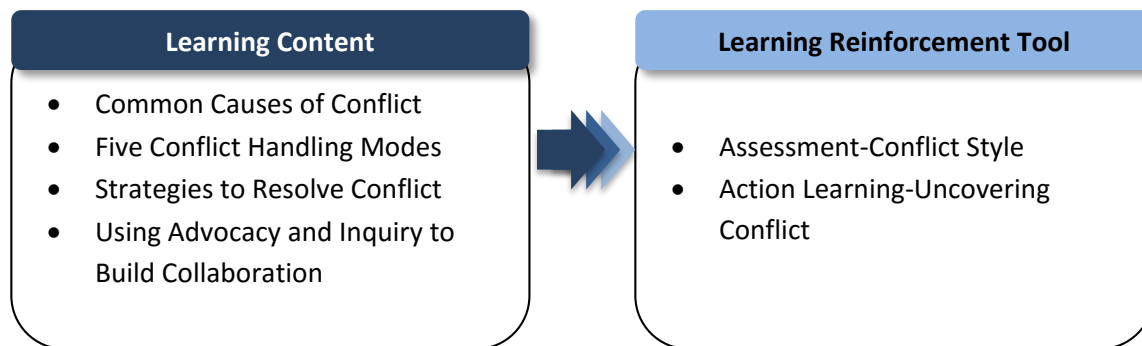
Constructive conflict can increase performance, but destructive conflict can destroy productivity and morale. In this program, participants learn how to recognize different types of conflict and how to resolve conflicts before they become destructive.

**This program will explore five modes people use in dealing with conflict and how to determine when each mode is most appropriate/least appropriate. Participants will learn and practice a six-step collaborative process for resolving conflict.**

### Program Outcomes

- Identify causes of conflict
- View conflict in a way that resolution is possible
- Balance concern for outcome with concern for relationships (Thomas-Kilmann Model)
- Use multiple strategies to resolve conflict

### Learning Process



**Program Length**

**8 Hours**

**“Organizations can improve productivity and morale by developing strategies to manage conflict. One mistake that organizations often make, however, is working to resolve conflicts as they arise instead of creating an environment of constructive conflict. Constructive conflict can create positive movement toward goals as employees bring different perspectives to creating solutions. Practice managing constructive conflict will lead to appreciation of the perspectives of others and a quicker adaptation to change”. –Anne Hach, *Constructive Conflict***