Resolving Conflict/Delegating for Results

This course teaches leaders how to recognize that a conflict is escalating and minimize damage by using the most appropriate resolution tactic—regardless of which stage a conflict is in. Leaders also learn the true cost of conflict to an organization and techniques for handling even the most challenging conflict-related discussions effectively. Also, leaders overcome their hesitation for delegation by learning skills for successfully matching people, responsibility, and authority. This allows them to maximize involvement, productivity, motivation, and growth for individuals, groups, and the organization.

PREREQUISITE:
No prerequisites.

MODULES:
In this program, we will discuss the following modules:
1. Resolving Conflict
2. Delegating for Results

LEARNING OUTCOMES:
1. Effectively resolve workplace conflict and enhance productivity, efficiency, and morale;
2. Help others take responsibility for resolving workplace conflict;
3. Reduce the negative effects of workplace conflict on individuals, groups, and the organization;
4. Identify tasks and responsibilities that can and should be delegated and determine the most effective method of allocating them;
5. Assess the scope of delegated tasks and identify the appropriate level of Authority and support to give the people doing the work;
6. Use a set of criteria to select the best people for tasks and responsibilities;
7. Use the interaction process to conduct delegation discussions that meet personal and practical needs;
8. Determine methods for monitoring the progress of delegations that will allow you to stay in touch without getting in the Way;
9. Identify barriers to delegation and tactics for overcoming them;