Resolving Conflict

Learning Objectives

- Recognize signs that a conflict is escalating and which stage it’s in.
- Use four resolution tactics to address conflict.
- Use the interaction process to conduct effective conflict resolution discussions.

Course Description

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 learn the true cost of conflict to an organization, and techniques for handling even the most challenging conflict-related discussions. Leaders will be able to effectively resolve workplace conflict and enhance productivity, efficiency, and morale.

Resources (for learner):
- Development Activities
- Discussion Planner
- Assessing Conflict Worksheet
- Job Aid
- Agenda for Meeting with Manager

Resources (for managers of learners):
- Management Support Tool
- Tips for Giving Feedback