Working Through Conflict

Learning Objectives
- Approach conflict as a process.
- Reduce the potential cost of conflict to themselves and their organization.
- Minimize the negative consequences of unresolved differences.
- Improve productivity by effectively handling conflict on and off the job.
- Contribute to an open, collaborative work environment.

Course Description
When differences cause people to become angry and closed-minded, the resulting conflict has a negative effect on quality, productivity, cooperation, and communication. This course discusses how to manage conflict by dealing with differing ideas, interests, or perceptions.

Key Principles
- Maintain or enhance self-esteem.
- Listen and respond with empathy.
- Ask for help and encourage involvement.
- Share thoughts, feelings, and rationale. (to build trust)
- Provide support without removing responsibility. (to build ownership)

Resources (for learner)
- How Do I Respond?
- Making the Right Choice
- How Do You Do?
- Tips for Defusing Conflict
- Discussion
- Learning Lab

Resources (for managers of learners)
- Learning Lab Coaching Guide