

CONFLICT MANAGEMENT

A System for Dealing With & Resolving Conflict

This program is an excellent opportunity for all levels of employees. Participants will be presented with a well-rounded process for managing and preventing conflict in the workplace.

Objectives of the Course:

- To Understand Three Types of Conflict:
 1. Intrapersonal
 2. Interpersonal
 3. Personal/Functional

- To Recognize the Two Perspectives From Which Conflict Arise:
 1. Behaviors
 2. Values

- To Present Strategies for Preventing and Resolving Conflicts:
 1. Resolving problems creatively
 2. Building trust
 3. Enhancing communications
 4. Improving teamwork

- To Understand the Cost of Energy Drains That are Caused by Conflict...Both Individually and Organizationally

For more information contact us at:

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