

Constructive Conflict Management

Přehled

In this course, students will learn to recognize the warning signs that precede quarrels and how to mitigate their impact, as well as constructive ways to harness the differences between team members and shift them toward productive, positive outcomes.

Vzdělávací cíle

After completing this course, students will know how to:

- Identify and manage sources of conflict
- Define an effective strategy to deal with conflict
- Implement a process to manage conflict situations
- Build civility in the workplace

1 - Understanding conflict

Identifying the Causes of Conflict
 Harnessing the Benefits of Conflict
 Resolving Conflict
 Understanding the Key People in Conflict Resolution

2 - Civility in the Workplace

Recognizing Uncivil Behavior
 Reaping the Benefits of Civil Behavior
 Working with Difficult People
 Identifying and Avoiding Incivility
 Creating, Implementing, and Enforcing a Civility Policy

3 - Conflict Resolution Process

Making an Effective Atmosphere
 Developing Mutual Understanding
 Focusing on individual and Shared Needs
 Getting to the Root Cause
 Generating Options
 Building a Solution

4 - Conflict Resolution Strategies

Differentiating Resolution Strategy Versus Process
 Recognizing the Advantages and Disadvantages to Collaborating, Competing, Compromising, and Avoiding

[Online registrace](#)

Termíny

Trvání kurzu (v dnech): 2 Days

G2R = "Garantovaný termín" | OLL = "Online LIVE"
 ILT = "Kurz vedený instruktorem"

10/12/20	3:00PM - 11:00PM	Praha, Czech Republic	OLL	CZK 0.00
12/14/20	3:00PM - 11:00PM	Praha, Czech Republic	OLL	CZK 0.00