

Conflict Management: Enhancing Your Business Relationships

Intended Audience	Early-Career	Delivery Options	• 1-Day In-Person (Onsite or Seminar)
HR Competencies	<ul style="list-style-type: none">• Relationship Management• Communication• HR Expertise (HR Knowledge)	Recertification*	SHRM: 7.50 PDCs

Program Overview

Acquire the necessary confidence to facilitate a conflict discussion. Learn how to assess and manage workplace conflict while fostering an environment conducive to effective discussions. Measure your own perceptions of conflict, and learn how to identify sources of conflict and recognize early warning signs of destructive conflict in order to develop positive alternatives.

Program Objectives

This program is designed to provide you with the knowledge and skills necessary to:

- Assess your individual methods of managing conflict.
- Identify the various styles with which others handle conflict.
- Identify the sources and warning signs of potential conflict.
- Execute methods for successful conflict resolution, coach others to manage conflicts effectively, and facilitate conflict discussions.
- Discover how to create a culture of effective conflict management by understanding the nature and causes of workplace conflict.

Program Modules

This program includes the following modules:

- **Module 1: Conflict Defined**
 - Conflict defined
 - HR's involvement in conflict
 - Benefits of effective conflict resolution
 - How perceptions create conflict
 - Sources and signs of conflict
- **Module 2: Organizational Culture**
 - Organization and culture
 - HR tools to create culture



*Visit shrm.org/seminars for the most up-to-date recertification credit details.

- Module 3: Understanding Conflict Styles
 - Conflict modes
- Module 4: Conflict Resolution Discussions
 - Six-step conflict resolution process
 - Active listening tools and guidelines
- Module 5: Facilitation of Conflict Discussions Between Individuals and Groups
 - Conducting a facilitated discussion
 - Facilitation tips and tasks
 - Negative and positive conflict responses
 - Raising and reducing the level of conflict
 - Coaching others to resolve conflicts