



## LAUREN SCHIEFFER, CSP THE COLONEL'S DAUGHTER



### **Before It Comes to Blows!**

*Managing Conflict From Higher Ground*

#### **Overview**

While no one enjoys conflict, it is often inevitable in a working environment. Unnecessary conflict can, at very least, affect production, morale and employee retention. At worst, unresolved conflict can cripple an organization.

The most successful and dynamic organizations, corporations and individuals learn how to resolve conflict before it starts, and create an atmosphere that fosters buy-in, understanding and expression.

These skills do not typically come naturally, but they can be learned! Participants will leave this program understanding how to prevent most conflict before it arises and how to manage that which can't be prevented, to minimize its effect on individuals and the overall organization.

#### **Learning Objectives**

- Understand the value of conflict *prevention* vs. conflict management
- Know how to function successfully in the midst of on-going conflict
- Know how to see issues from multiple perspectives
- Understand the difference between reacting and responding in stressful situations
- Know how to keep their emotions from running the show
- Know how to find the win-win-win from a well managed conflict

#### **Who Will Benefit from Attending**

- Managers
- Supervisors
- Employees who enjoy their job, but hate the conflict
- Anyone struggling with conflict in their workplace

#### **Prerequisites**

None

HRCI Credit #267505 - SHRM Credit #16-SQVEK

