

Conflict Management Training



“If two people are in business together, and they always agree with each other, one of them is unnecessary.”

~ Phillip K. Wrigley

Conflict is an inevitable and important human process. It can produce negative, destructive results, or it can produce positive, creative results. This training prepares attendees to approach workplace conflict seeking win/win solutions. It includes an exploration of common misunderstandings and distortions that contribute to a competitive, rather than cooperative approach to conflict. Assertiveness, concepts, and techniques critical to effective conflict management, will be reviewed.

Program Objectives:

- *Perceive workplace conflict as something to approach rather than avoid.*
- *Acquire practical verbal techniques to improve conflict management effectiveness.*
- *Learn specific techniques for dealing with people who are upset.*
- *Develop skills to prevent conflicts from escalating into competitive struggles.*

Presented By:

Coastline EAP

1-800-445-1195 • 401-732-9444

www.coastlineeap.com

Coastline EAP provides confidential assistance to you and your family members.