

Conflict Resolution



*New Directions in
Management and
Supervisory Training*

What Is CR?

Conflict Resolution (CR) is a half-day workshop which presents an effective method for managing conflict in the workplace. CR teaches participants that when faced with a conflict, neither party must necessarily "lose the fight." CR first presents the causes of conflict and then introduces the easily applicable "win-win" approach with which to resolve it.

Who Should Attend CR?

CR is beneficial for managers at all levels of an organization who interact with peers, employees, their managers, and outside vendors. Today's business environment often places the manager in situations that require effective communication skills and processes to manage difficult situations. CR provides managers with the tools needed to handle these situations efficiently and gives participants the ability to easily attain mutually acceptable resolutions.

Topic Areas Covered in CR

- ◆ Definition of Conflict
- ◆ Reasons for Conflict in the Workplace
- ◆ Effects of Unresolved Conflict
- ◆ Conflict Resolution Approaches
- ◆ Discussing Conflict
- ◆ Handling Emotional Situations

What Are the Outcomes of CR?

At the conclusion of CR, participants will be able to do the following:

- ◆ Understand conflict in managerial situations
- ◆ Identify the sources of conflict
- ◆ Understand the negative effects of not managing conflict
- ◆ Understand the role of the manager when dealing with conflict
- ◆ Develop personal strategies to recognize and manage conflict
- ◆ Demonstrate the use of conflict management skills

About New Haven Consulting Group, Inc.

New Haven Consulting Group, Inc. is a full-service training company specializing in sales, service, management and compliance training. For more information regarding CR and all other NHCG, Inc. products or services, contact us at (203) 926-1526 or by E-mail at info@nhcg.com.