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**CONFLICT
RESOLUTION:
GETTING ALONG
IN THE
WORKPLACE**



Conflict Resolution: Getting Along in the Workplace

Whenever there are people, there will be conflict. Count on it. Expect it. After all, each of us sees the world through a somewhat different pair of glasses. We all have special needs, diverse goals, individual values, and varying perceptions of what's right, fair and appropriate. And occasionally, those needs, goals, value, and perceptions are going to clash. Sooner or later, you will find yourself involved in a conflict with someone at work. Therefore, learning to disarm and defuse confrontational situations and people is essential.

MODULE OUTLINE

Module 1: Fundamental of Conflict

Module 2: Type of Conflict

Module 3: Identifying Conflict Stages

Module 4: Conflict Management Style

Module 5: Constructive Management Style

Module 6: Communication's Contribution to Conflict

Module 7: Emotional Aspects of Conflict

Module 8: The Intervention Team

WHO SHOULD ATTEND

This course is open to any employee who would like to know how to manage and resolve workplace conflict.