

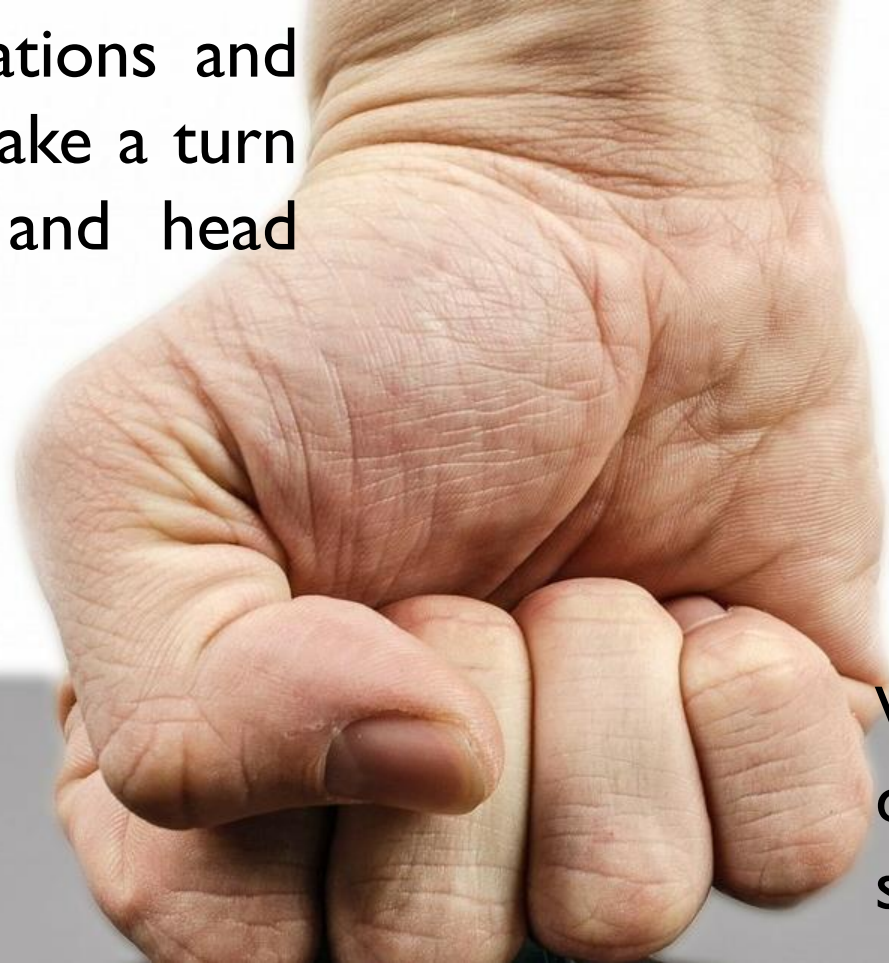
Collaborative Decision Making



- ✓ Module Introduction
- ✓ Building Blocks of Trust
- ✓ Understanding Persuasive Techniques
- ✓ Principles of Influence
- ✓ Building Reciprocity
- ✓ Storytelling
- ✓ Negotiation Skills
- ✓ **Handling Conflict**
- ✓ Customer Conversations
- ✓ Interviewing Skills

Managing Conflict

At times negotiations and discussions can take a turn for the worse and head into conflict.



What should we do in such a scenario?

Managing Conflict

It's all around us. Most of us aren't comfortable dealing with conflict when it happens, especially if it is at work.

However, conflict is natural and happens, so we must learn to manage it.

Whatever be the disagreements and disputes, learning how to manage can keep your personal and professional relationships strong and growing.

Let us understand the basics of Conflict Resolution through the following course:

- **LinkedIn Course:** [Conflict Resolution Foundations](#) – 51 mins

(Right click on the link and open in a new tab/window)



