## Collaborative Decision Making



- Module Introduction
- ✓ Building Blocks of Trust
- ✓ Understanding Persuasive Techniques
- ✓ Principles of Influence
- ✓ Building Reciprocity
- ✓ Storytelling
- ✓ Negotiation Skills
- ✓ Handling Conflict
- ✓ Customer Conservations
- ✓ 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: <u>Conflict</u>
 Resolution Foundations – 5 I mins

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



## Dealing with Conflict at Work

When conflict happens at work, do you jump to silence or violence? Neither are very good options.

Many of us don't always handle conflicts well. And by handling it "well" we mean handling conflict in an assertive, productive, respectful way.

It would help if you could use some new conflict management skills. Here are a few tips for you to practice and follow. Check out the blogs and course to understand and learn how to handle workplace conflict.

- Article: <u>5 Keys of Dealing with Workplace</u>
  Conflict
- Article: 10 Tips for Handling Conflict at Work

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

