Secrets to Conflict Resolution

Peace is not absence of conflict, it is the ability to handle conflict by peaceful means” – Ronald Reagan

One of the most challenging aspects of being a manager is dealing with conflict amongst your team. It’s vital to productivity to get the team running like a well-oiled machine, even in face of adversity.

Learn to:

* Discover positive means for resolving conflict
* Manage your employees effectively
* Restore peace, maintain productivity, and boost morale
* Prevent conflicts from ever starting

Improving your relationships with your coworkers, clients, and managers and find your way through conflict back to cooperation. In this course, negotiation consultant Lisa Gates shares the secrets of effective conflict resolution and reveals simple, repeatable techniques that apply in most business situations. She’ll present a six-step framework for exploring and navigating conflict resolution, including identifying the issue, separating the people from the problem, overcoming roadblocks to resolution, exploring cultural differences, and getting to agreement.

Topics include:

* Understanding how conflicts arise
* Navigating cognitive bias
* Exploring the principles of influence
* Building trust
* Reframing the argument
* Brainstorming solutions
* Working with difficult people