

MOVING FROM CONFLICT TO COLLABORATION

COURSE OVERVIEW

Changes in the workplace are placing new emphasis on the importance of effective collaboration. Organizations are expecting employees at all levels to work together, often across functions, to make decisions that were formerly the exclusive responsibility of management. This type of collaboration can bring out new potentials for conflict, thus creating a need for employees at every level of an organization to have the skills to deal successfully with conflict. This unit gives participants the skills they need to turn conflicts into opportunities to achieve positive, productive results.

LEARNING OBJECTIVES

- Explain influences that are contributing to conflict in today's organizations.
- Identify behavior patterns that undermine the ability to address conflict constructively.
- Describe productive methods of dealing with these undermining behaviors.
- Distinguish between positions taken in a conflict and the underlying issues.
- Use the Key Actions to address conflict facing them on the job.

KEY ACTIONS

- Establish mutual involvement.
- Seek to understand the other person's point of view.
- Present your perspective of the problem and its impact.
- Decide on an appropriate plan of action.
- Express your appreciation for the other person's efforts.

TYPICAL TIME INVESTMENT

Time commitment varies. Please discuss with your Partnership Development Manager.
Standard time investment without supplemental options: 4 hours