

Conflict Management Training

Conflict will exist in the workplace. Employees must build their capabilities in managing conflict. It is helpful for participants to build their understanding of the different approaches available to handle conflict, their own primary style to address it and to realize other ways to approach conflict in the future. This half day training program provides an opportunity for participants to learn how to resolve conflict in a variety of ways.

Group classes in NYC and onsite training is available for this course. For more information, email contact@nyimtraining.com or visit: <https://training-nyc.com/courses/conflict-management-training>



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Course Outline

1. An overview of conflict in the workplace and the benefits and challenges that result is shared.
2. Participants take an assessment to understand their current primary and least used approaches to handle conflict.
3. The five approaches to manage conflict are introduced and pros and cons of each are discussed.
4. Participants practice by evaluating case studies and then applying their learning to plan for conflict resolution in their work environment following the course.