

Conflict to Collaboration

Conflict Management/Resolution Skills

Program Description

Conflict is natural by-product where fast growth, multiple project priorities, and competition for resources create special challenges that can prevent employees from working effectively. It is a natural part of the workplace and part of life, yet the end result of unmanaged conflict or unchecked emotions is high: strained relationships, poor morale, tension and anxiety, loss of productivity that hurts the bottom line.

Successful organizations benefit from conflict, when team members channel its dynamic tension into collaborative problem solving. This program focuses on ways to communicate through conflict and resolve disagreements – in other words, to manage it.

This intensive and interactive 2-day seminar includes experiential learning activities and customized case studies. Your Nyman Consultant can create these case studies based on your company, environment and challenges so participants tackle relevant, real-life conflicts in a group environment. You will get perspectives and feedback from peers as well as an experienced Nyman Consultant.

You'll benefit by learning:

- Ways to effect control, confidence, and composure in highly charged situations
- How to differentiate between collaboration vs. compromise vs. consensus
- Your personal conflict mode
- To constructively channel your own negative energy and emotion
- Strategies for assessing the problem and moving toward mutual understanding and resolution
- To identify and use the appropriate channels in resolving problems
- Diplomatic approaches to saying “no”
- Various approaches to address intolerant behaviors
- Effective conflict resolution and negotiation skills
- Approaches for addressing disagreements and resolving conflicts
- Proactive methods to resolve issues and concerns

Maximum participants: 6

Program length: 2 days