

Conflict Management Techniques

Essential Training for Alleviating Workplace Conflicts

Build Positive Relationships & Morale

OBJECTIVE: Do not let interpersonal conflicts and workplace negativism get you down. There is relief! In fact, most of the destructive conflicts that we experience can be prevented or eliminated by understanding their causes and applying the appropriate conflict management techniques.

During this exciting 2-day workshop – presented live at your facilities – you will master the skills of conflict management. You will also build a comprehensive conflict management tool chest for alleviating conflicts in your project work and rekindling positive morale that fosters a high performance technical environment.

KEY RESULTS:

- Understand how conflict arises in high performance organizations
- Distinguish between constructive and destructive conflict
- Assess your own conflict management style
- Create a “win-win” conflict management style
- Deal effectively with interpersonal barriers
- Reduce interdepartmental conflicts
- Understand negative body language that provokes disputes
- Refuse unfair requests
- Disagree when necessary without being disagreeable
- Resolve conflicts directly and constructively
- Mediate disputes fairly and effectively
- Transform difficult meetings into productive sessions
- Rekindle positive morale and foster high performance

RECOMMENDED FOR: Technical leaders and professionals who desire productive relationships and a positive work environment and who want to minimize the conflicts and negativism that drain personal and organizational energy.

“An Amazing Course! As a scientist, I learned a great deal about people skills.”
– Donald Hensel, **Newspaper Association of America**

“Excellent! Conflict management is a tricky business, but David made it interesting and simple and provided very useful tools.” – Aric Mak, **The Boeing Company**

“Empowering! Provides tools to cope with the different personalities in the workplace.” – Patricia Lee, **General Motors**

“David Gootnick is a ‘Conflict Management’ Master!” – Hendra Harapan, **3M**

“Excellent! Far exceeded my expectations.” – Albert Bielli, **Hercules, Inc.**

“Fantastic Course! A standard of excellence!” – Randal Keller, **Murray State University**

“Great Program & Seminar Leader! Learned a lot of concrete and helpful tools to handle conflict.” – Gerhard Barnickel, **Merck**

“Excellent! Everyone should have the chance to take this class.”
– Claus Heilman, **Mobile Chemical**

SPECIAL FEATURE: A highly interactive course with active role playing, simulations, and conflict problem-solving sessions, along with immediate feedback and coaching.

FOR MORE INFORMATION ABOUT THIS ON-SITE PROGRAM AND OUR OTHER TOP-RATED SHORT COURSES, PLEASE CONTACT:

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Other Available On-Site Courses for Scientists & Technical Professionals:

Effective Leadership of Scientists, Engineers & the Technical Team • Assertiveness Training for Technical Professionals
Building A Winning Scientific & Technical Team • Improving Communication Effectiveness • Performance Management Excellence • Presentation Skills Workshop