

# Course Description

## Managing Interpersonal Conflict AMS277

### Overview

Encountering conflict in the workplace is inevitable, and in many cases, productive as well! This program enables participants to understand the true source of most conflict and teaches them to prioritize that which is destructive, versus that which is expected, and even productive. Participants learn mitigating techniques to lessen the impact of inter and intra conflict amongst teams and coworkers.

### After completion of this workshop, participants will be able to:

- Identify conflict before it happens
- Learn conflict mitigation techniques
- Create positive results from conflict
- Accept that some conflict is good
- Design a personal conflict mitigation plan

### Format

This course is highly interactive and adaptive to participants' interests and needs. A discussion approach is used and is accompanied by individual and team exercises. The coverage is practical but intense and designed to impart usable skills for each participant.

### Duration

1 Day/Online 6 hours

### Delivery Options

### Who Should Attend

Supervisors, managers and other staff.

