

Course 213

Conflict Management

This course presents specific methods for reaching collaborative solutions and minimising negative aspects of conflict while maximising benefits of resolving conflict.

During this course, participants will learn how effective conflict management can open doors to healthier workplace relationships and more productive working relationships with both property owners as well as the general public.

This course is designed for right of way professionals and individuals who want to better manage their roles in interpersonal conflict and to develop better relationships.

Topics:

- ✓ What is conflict?
- ✓ The two consequences of conflict
- ✓ Seven common outcomes of “usual conflict”
- ✓ Nature and consequences of conflict
- ✓ How to identify “crazy-makers”
- ✓ Communication climate: key to conflict management
- ✓ Why conflict is natural
- ✓ Determine your own conflict style — self examination
- ✓ Coping with criticism
- ✓ Managing interpersonal conflict
- ✓ How processes and outcomes separate constructive from destructive controversies