



Resolving Conflict at Work

Not long ago, relationship building was identified by two recent studies from the *Center for Creative Leadership* as a key skill for leaders. In addition, they found that more than 50 percent of the nearly 1,200 managers who completed the survey were rated by an immediate boss as "ineffective at managing conflict." In addition, the ability to "confront others skillfully" was rated as a development need by more than 40 percent of the peers and direct reports who provided feedback.

Here's the good news: You can work with anyone!

They may not be your best friend, but you can find a way to work with them. Your work world consists of a system, or network of relationships. Within that system, you likely have a supervisor (and their supervisors), team members and coworkers, and possibly employees you supervise. For most people, this ideal network of relationships would be free from conflict. But, as many have discovered, working in a team can be similar to being with your family—sometimes you treat the people closest to you with the least amount of effort and respect, and that can lead to unnecessary conflict.

This **4-hour program** will focus on ways to prevent conflict from occurring, provide strategies you can use to build and enhance team relationships, stress the use of direct communication to deliver your message, and finally, offer strategies to resolve conflict productively if and when it occurs.

Course Objectives

Successful completion of this program will increase your knowledge and ability to:

- Recognize your network of relationships at work and your part in them.
- Positively manage business relationships to avoid unnecessary conflict.
- Use effective conflict resolution steps when conflict occurs.
- Deal with difficult team members in ways that increase productivity and result in positive working relationships.

\$95, 8:30 – 12:30

Problem Solving and Self-Direction

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