Managing Conflict Productively - Professionally and Personally

COURSE OVERVIEW
Conflict is a common occurrence in daily work life. Managing conflict productively is essential to promoting a healthy workplace culture, effective teamwork, and innovative problem solving. In this hands-on and highly experiential workshop, participants will assess their current conflict behavior and develop skills that will help them handle conflict to strengthen relationships, increase morale, and improve job performance.

Upon completion of this class and follow-up assignments participants will:
✓ Understand the constructive and destructive paths of conflict – the dynamics of how conflict works
✓ Practice behaviors that are known to prevent or resolve conflict productively
✓ Assess current skills in managing conflict using a powerful online tool, the Conflict Dynamics Profile®
✓ Identify one’s own “hot buttons” that can trigger a conflict situation
✓ Develop a personal plan for managing conflict more productively

KSU Employees Register at: http://tinyurl.com/kennesaw-mcp
All Others Please Register at: http://tinyurl.com/kennesaw-pdc

(Cost for KSU Employees: $35  ~  Cost for all Others: $85  ~  1 CEU Credits)