



Taking Control of Conflict

How to Resolve and Minimize Workplace Disputes

Course objectives

When you complete this course, you will be able to:

- ✓ Identify your preferred strategy for handling conflict.
- ✓ Understand the characteristics and drawbacks of each typical approach to conflict.
- ✓ Recognize the various sources of conflict that most often occur in the workplace.
- ✓ Implement strategies for effectively resolving conflicts that stem from each source.
- ✓ Practice behaviors that minimize conflict.
- ✓ Proactively address issues before they escalate into problems.