

Webinar on

How To Deal With Clashing Coworkers

Learning Objectives

You will be able to identify conflict at different levels in the organization

You will be able to discuss the role of emotional intelligence in conflict

You will learn a simple method to resolve workplace conflict

You will be able to identify casual workplace irritations

You will be able to recognize types of conflict

Areas Covered

Casual Workplace Irritations

Blips vs. Clashes

Using Natural Biological Tendencies to Resolve Conflict

Using Time to Work It out

Eliminating Power Plays

Managerial Intervention

Types of Conflict

Sexual, Racial and Ethnic Harassment

Workplace Bullying

Personality Clashes

Power Struggles

Other Forms of Harassment

Getting to the Root of the Problem

Task Disputes

Relationship Disputes



Evaluating Conflict

Cost of Conflict

Productivity

Absenteeism

Turnover

Morale

Common Issues in Organizational Conflict

Employee Needs

Decision-Making Techniques

Silo Effect

Different Levels of Organizational Conflict

Interpersonal Conflict

Interdepartmental Conflict

Interdepartmental Conflict



Team Building Exercises

Appealing to the Greater Good

Showing Interdependence

Empowering Teams

Confronting Employees

Accountability Conversations

Active Listening

Giving Voice to Those in Conflict

Brainstorming Solutions

Reality Checks

The Role of Emotional Intelligence

Recognizing One's Own Feelings

Recognizing Others' Feelings

Empathy

Self-Control

This webinar, you will learn how to handle conflicts caused by the tasks of the job and relationships with coworkers.

PRESENTED BY:

Bob Churilla is a partner in a conflict management and organizational development firm, Conflict Resolution Professionals Group (CRPG). In addition, Bob is a Visiting Professor at a private university. Bob has worked with the United States Postal Service, Veterans Administration, Transportation Security Administration and the Equal Employment Opportunity Commission as a mediator and consultant. Bob has a Ph.D. in Conflict Resolution and a Juris Doctorate degree.

On-Demand Webinar

Duration : 60 Minutes

Price: \$200

Webinar Description

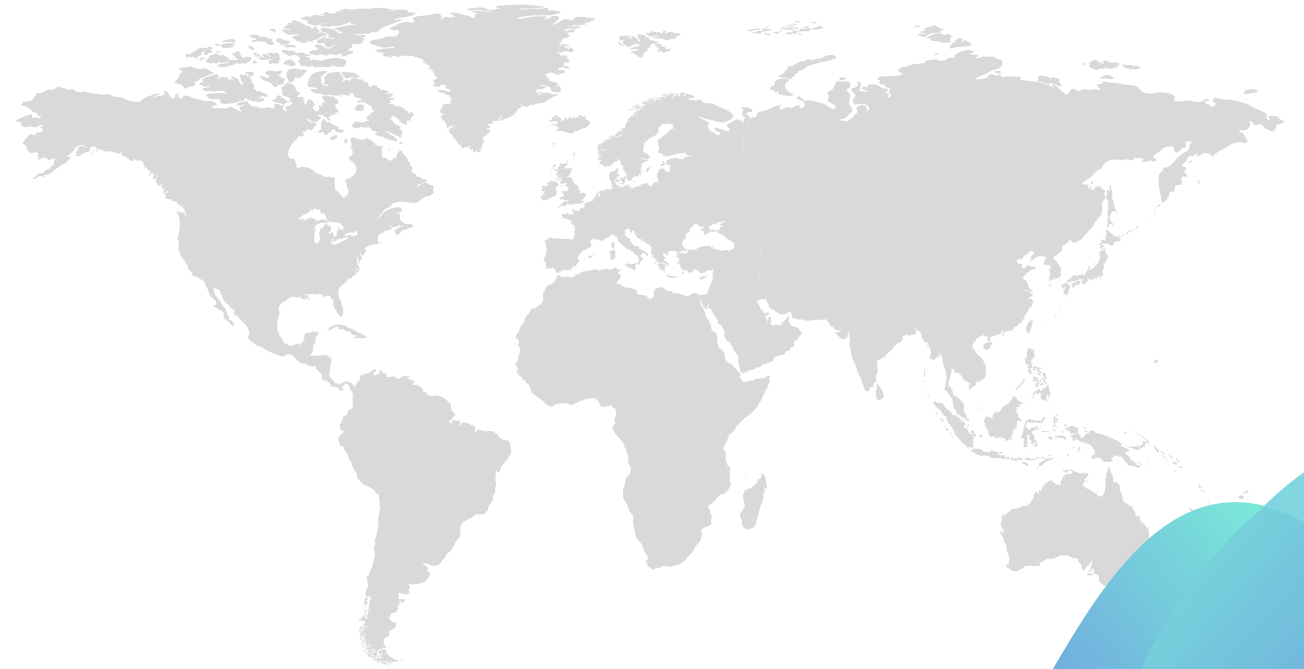
Employee conflict costs organizations money, morale, and productivity. A rise in absenteeism and turnover is a likely sign that an organization is suffering from unresolved conflict. In this webinar, you will learn how to handle conflicts caused by the tasks of the job and relationships with coworkers. You will learn how to evaluate the seriousness of the conflict and how to appropriately intervene. In addition, the role of emotional intelligence, confronting employees in conflict and dealing with common issues of conflict at all levels of the organization will be considered.

Clashing co-workers can reduce morale and productivity of an organization or team. In addition, employee conflict often results in a turnover and a waste of a manager's time. While conflict is not necessarily bad, it still must be handled in a way that contributes to organizational performance.



Who Should Attend ?

Supervisors, Team Leaders, Business Owners and Managers, Presidents and Vice Presidents of organizations, Human Resource Managers and others with management responsibilities, and administrative assistants.



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