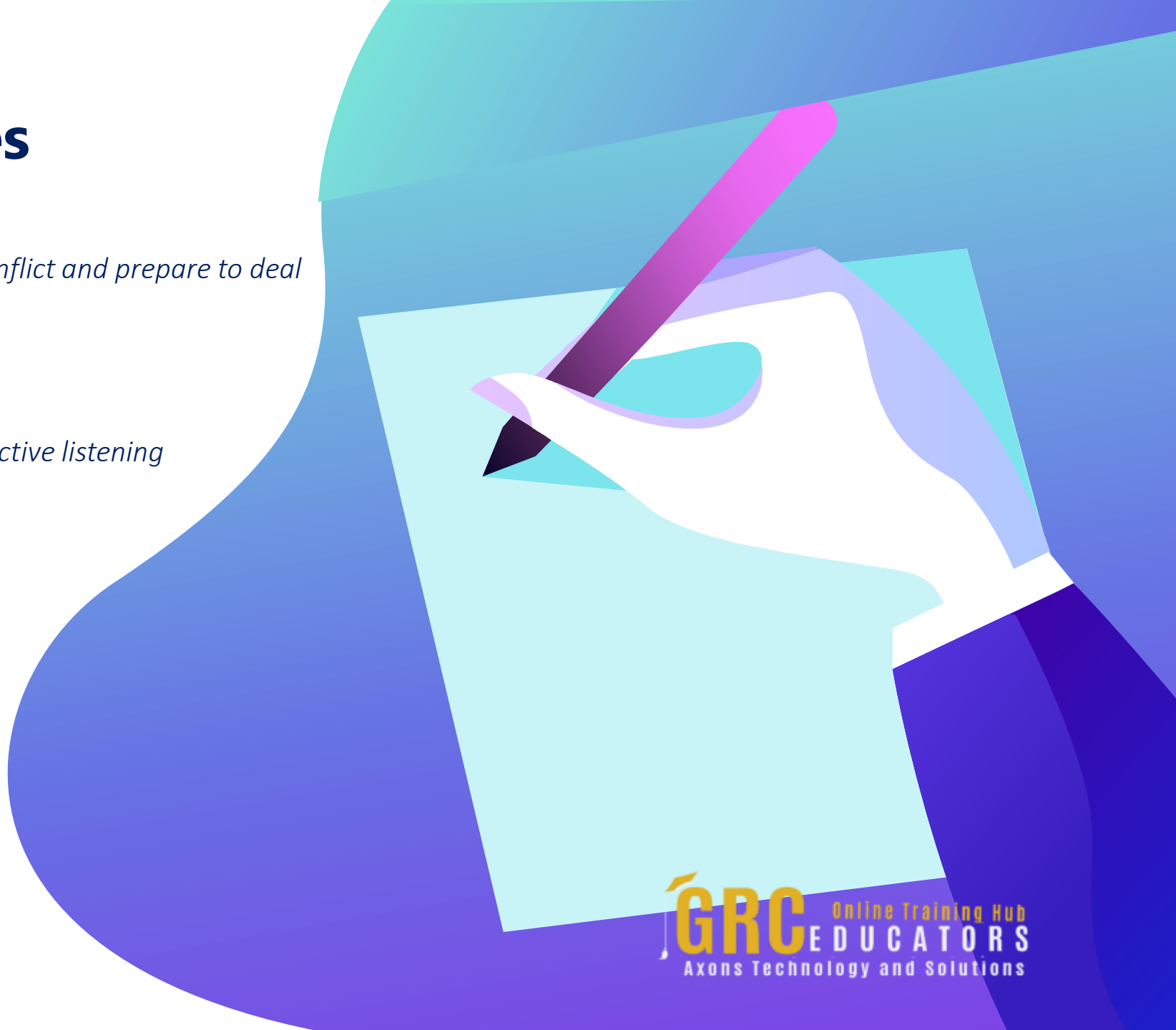


Webinar on

Conflict Resolution: Win-Win Strategies for Managers and Employees 2020

Learning Objectives

- How to identify the different types of conflict and prepare to deal with them*
- How to de-escalate the situation*
- Good communications skills, including active listening*
- Negotiating approaches*
- Conflict resolution tactics and tools*
- Emotional awareness*
- Dealing with the generations*
- Multi-cultural communications*



Since it is impossible to completely avoid conflict, the potential for issues is usually higher in complex social systems where the players compete for resources, like the organization.

PRESENTED BY:

Dr. Greg Chartier, SPHR, GPHR, SCP, is a Senior Consultant with GLOMACS, specializing in human resource programs at the strategic level. He is a senior human resource professional with experience in healthcare, banking, pharmaceuticals, manufacturing, and higher education. His academic qualifications include a Bachelor's degree from The Citadel, an MBA from Rensselaer Polytechnic Institute and a Ph.D. from Madison University.

On-Demand Webinar

Duration : 90 Minutes

Price: \$200

Webinar Description

Since it is impossible to completely avoid conflict, the potential for issues is usually higher in complex social systems where the players compete for resources, like the organization.

This becomes particularly critical in ethnically diverse and multicultural work environments, in which not only “regular” work disagreements may occur but in which also different languages, worldviews, lifestyles and ultimately value differences may diverge.

Conflict resolution is the process by which two or more parties engaged in a disagreement, dispute or debate reach an agreement resolving it. It involves a series of stages, involved actors, models, and approaches that may depend on the kind of confrontation at stake and the surrounded social and cultural context.



However, there are some general actions and personal skills that may be very useful when facing conflict as well as an ability to empathize, carefully listen and clearly communicate with all the parts involved. Sources of conflict are many, but some of the most common include:

Personal differences such as values, ethics, personalities, age, education, gender, socioeconomic status, cultural background, temperament, health, religion, political beliefs, etc

Any social category that serves different people may become an object of conflict when it does negatively diverge with people who do not share it

Clashes of ideas, choices or actions. Conflict occurs when people do not share common goals or common ways to reach a particular objective

Conflict occurs also when there is a direct or indirect competition between people or when someone may feel excluded from a particular activity or by some people within the company

Lack of communication or poor communication is also a significant reason to start a conflict, to misunderstand a particular situation and to create potentially explosive interactions



According to the dictionary, conflict is an active disagreement between people with opposing opinions or principles.

Conflicts such as disagreements may occur at any moment, being a normal part of human interactions. Organizations are social constructs and we, as employers, are dependent on the ability of our employees to get along with each other toward the achievement of the strategic objectives of the company.

The type of conflict and its severity may vary both in content and degree of seriousness; however, it is impossible to completely avoid it. Conflict in itself is not necessarily a negative thing, how we handle it and how it gets resolved is the focus of this webinar.

When handled constructively it can help people to stand up for themselves and others, to evolve and learn how to work together to achieve a mutually satisfactory solution. But if conflict is handled poorly it can cause anger, hurt, divisiveness and more serious problems.

Conflict is a normal part of any healthy relationship. After all, two people can't be expected to agree on everything, all the time. The key is not to avoid conflict but to learn how to resolve it in a healthy way.



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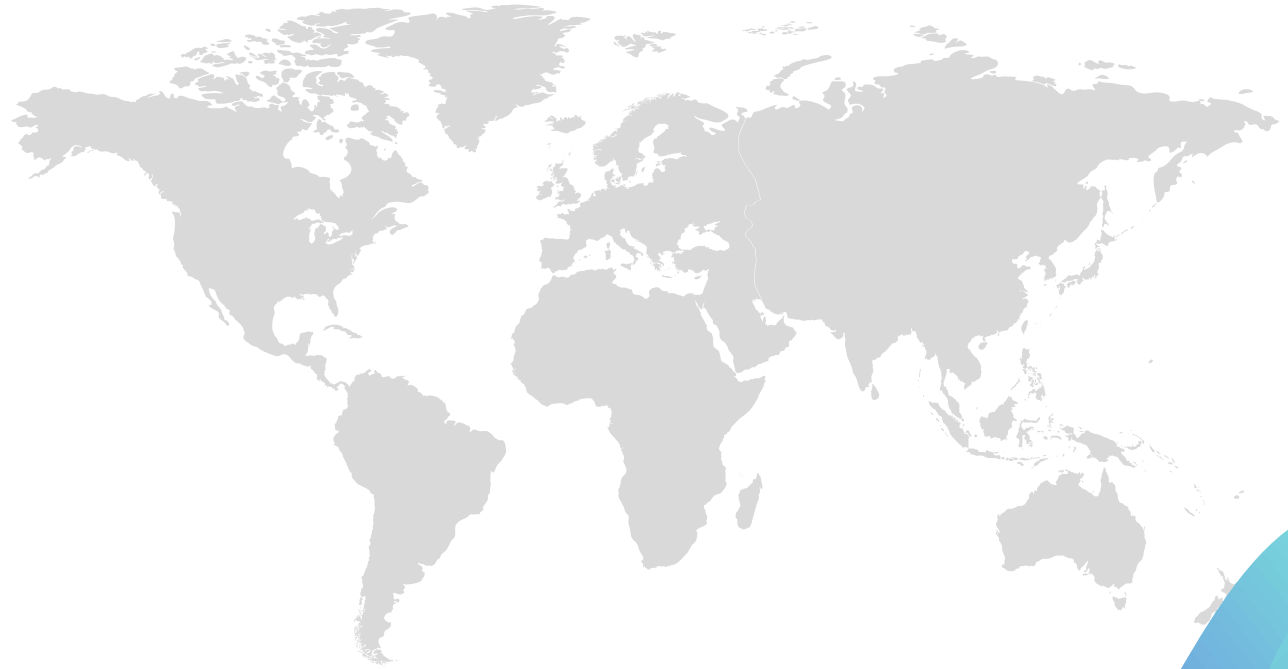


When conflict is mismanaged, it can cause great harm to a relationship, but when handled in a respectful, positive way, conflict provides an opportunity to strengthen the bond between two people. Whatever the cause of disagreements and disputes, by learning these skills for conflict resolution, you can keep your personal and professional relationships strong and growing.



Who Should Attend ?

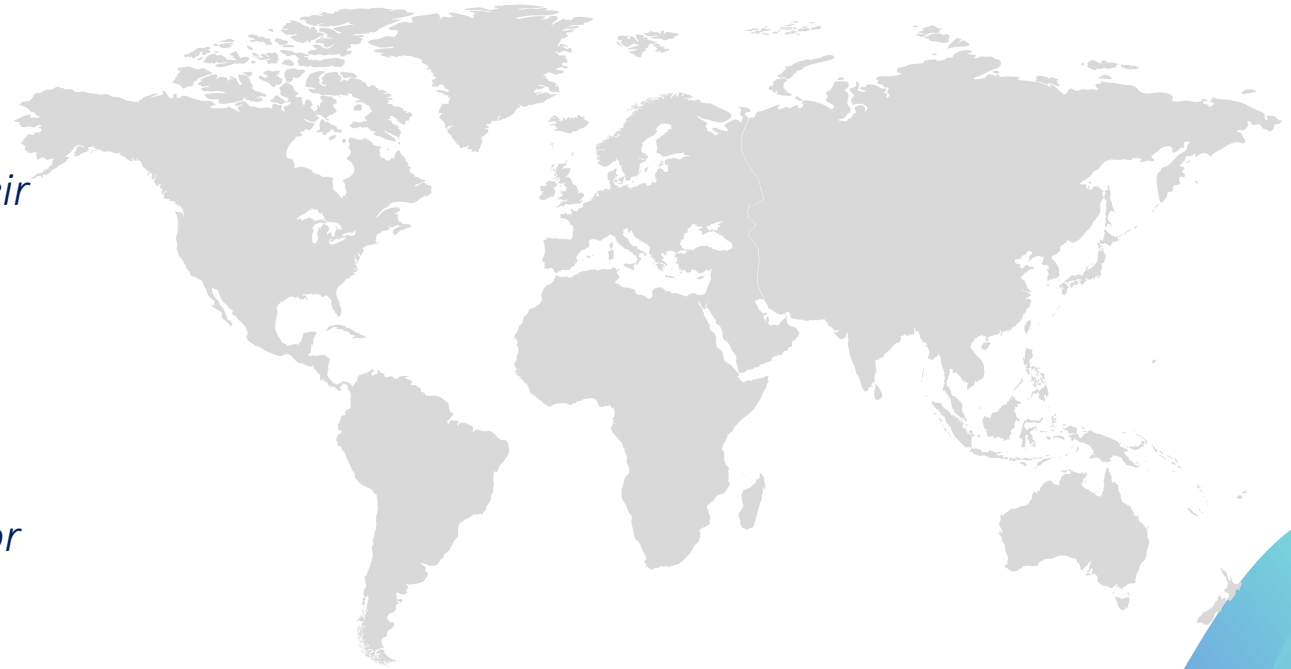
Anyone who works a complex social system, like organizations or anyone who works in a multi-cultural and multi-generational environment.



Why Should You Attend ?

Conflict arises from differences, both large and small. It occurs whenever people disagree over their values, motivations, perceptions, ideas, or desires. Sometimes these differences appear trivial, but when a conflict triggers strong feelings, a deep personal need is often at the core of the problem. These needs can range from the need to feel safe and secure or respected and valued, to the need for greater closeness and intimacy.

When you can recognize conflicting needs and are willing to examine them with compassion and understanding, it can lead to creative problem solving, team building, and stronger relationships.

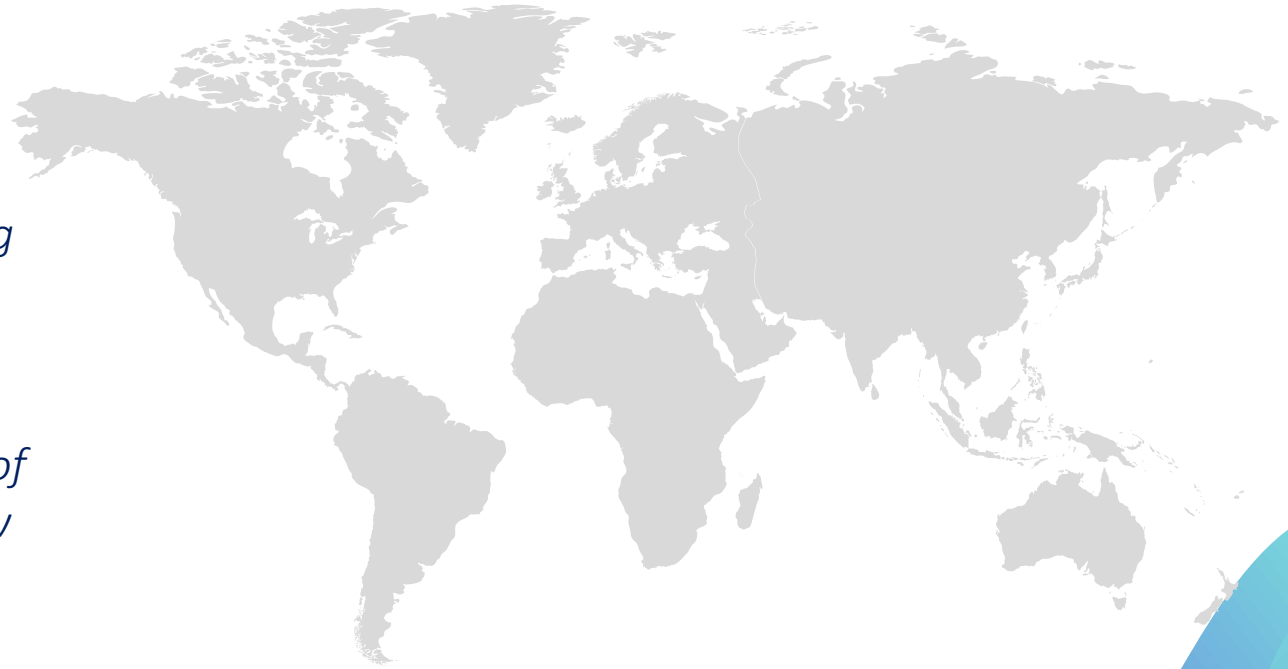


A conflict is more than just a disagreement. It is a situation in which one or both parties perceive a threat (whether or not the threat is real)

Conflicts continue to fester when ignored. Because conflicts involve perceived threats to our well-being and survival, they stay with us until we face and resolve them

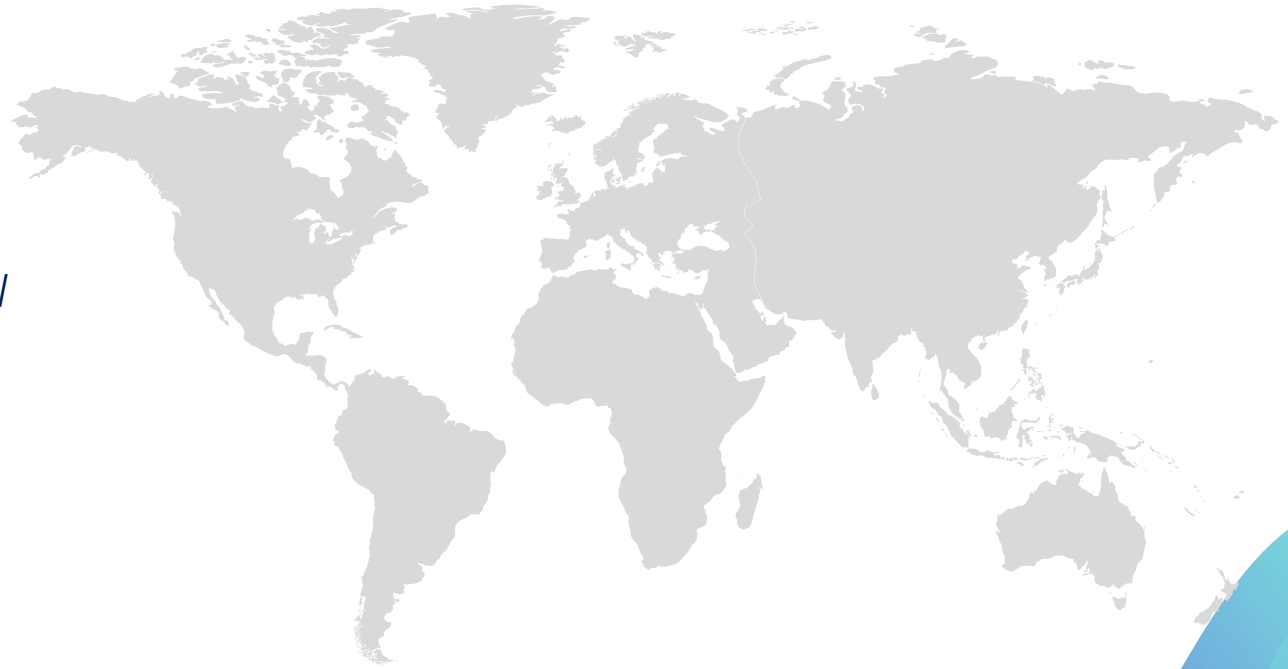
We respond to conflicts based on our perceptions of the situation, not necessarily to an objective review of the facts. Our perceptions are influenced by our life experiences, culture, values, and beliefs

Conflicts trigger strong emotions. If you aren't comfortable with your emotions or able to manage them in times of stress, you won't be able to resolve conflict successfully



Conflicts are an opportunity for growth. When you're able to resolve conflict in a relationship, it builds trust. You can feel secure knowing your relationship can survive challenges and disagreements

In this Conflict Resolution webinar, participants will learn crucial conflict management skills , including dealing with anger and emotions. Dealing with conflict is important for every organization no matter what the size. If it is left unchecked or not resolved it can lead to lost production, absences, attrition, and even lawsuits



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