

Webinar on

Conflict Resolution for Managers

Learning Objectives

- *Identify the main causes of conflict*
- *Understand techniques to prevent conflict*
- *Learn a 3 step formula to diffuse difficult situations immediately*
- *Implement strategies for dealing with difficult people*
- *Learn how to connect and build rapport*



This course will provide you with simple effective techniques that you can apply to reduce conflict including a 3 step formula to diffuse difficult situations immediately.

PRESENTED BY:

Dr. ZaLonya Allen is a professional leadership speaker and trainer with over fifteen years experience delivering hundreds of presentations for organizations throughout the country including Ford UAW, Edison, Society for Human Resource Management, Federally Employed Women, Clemson University, International Association of Administrative Professionals and Roanoke College to name a few.

On-Demand Webinar

Duration : 60 Minutes

Price: \$200

Webinar Description

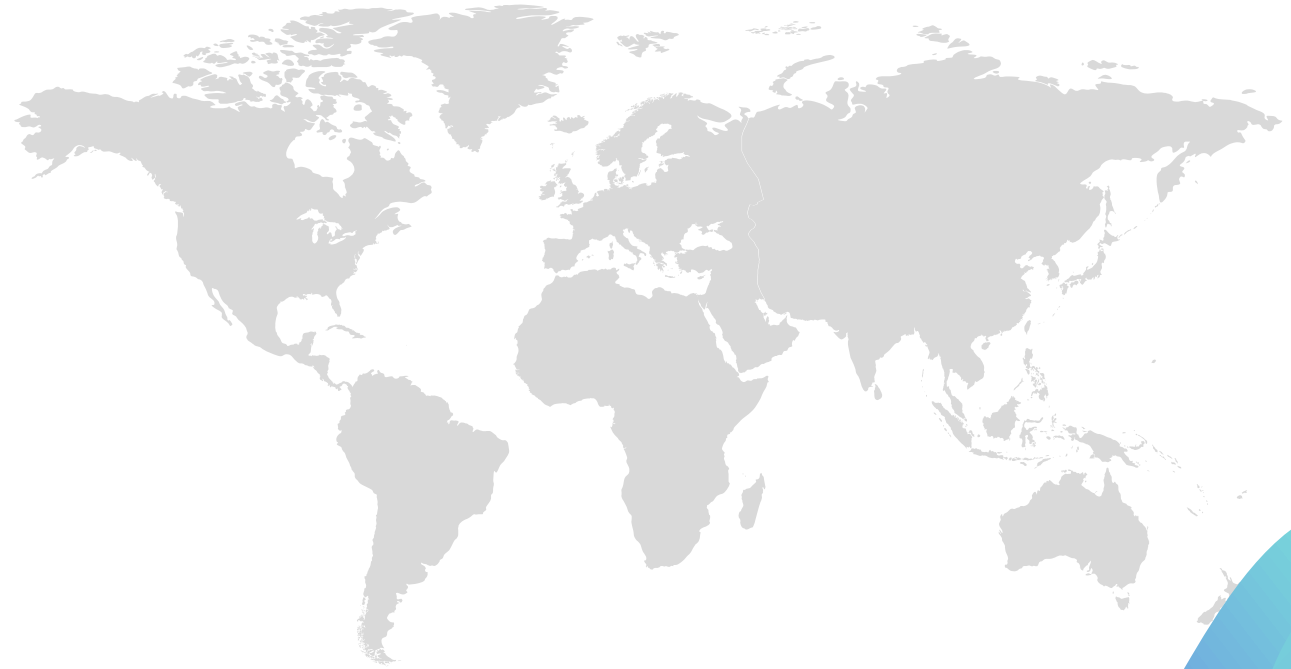
It is vital for managers to have effective tools to prevent and resolve conflict whether it is conflict among team members or conflict with clients and customers. This course will provide you with simple effective techniques that you can apply to reduce conflict including a 3 step formula to diffuse difficult situations immediately. Managing conflict effectively allows companies to increase productivity, facilitate stronger work teams and retain customers and clients.

Conflict is a normal part of relationships and contrary to what you may have heard, it is not always negative. Conflict can allow people to work through challenges and identify thoughtful solutions. However too much conflict over a long period of time can be problematic causing a breakdown in communication, resentment, decreased productivity and in some cases violence. According to research on workplace conflict, 85 percent of employees deal with conflict at work and 29 percent of employees deal with it almost constantly. When equipped with the right tools managers can prevent, manage and resolve conflict more quickly and easily. 76 percent of employees who receive conflict management and dispute resolution training experience positive outcomes while 81 percent found a better solution to their problems.



Who Should Attend ?

This course is a must for any one in a leadership or management position who is seeking to build stronger relationships and run more effective teams.



To register please visit:

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