



Turning Conflict Into Collaborative Solutions

Conflict is inevitable in today's world of cross-functional teams, increased demands, and seemingly irreconcilable needs. Direct conflict towards productive outcomes that address the concerns.

Our half-day seminar offers the practical techniques people need to convert the next conflict at work into a solution that meets everyone's needs.

As the workplace is experiencing a growth in cross-functional teams, individuals need to work increasingly with people from different departments, job functions, professional backgrounds, and work experiences. These differences create a rise in workplace conflict, as people differ in how they interpret facts and data, in the goals and objectives they are working towards, and in the values that underlie their priorities.

Seminar Topics

- Identifying areas of conflict
- Understanding the definition of conflict
- Understanding the different types of conflict
- Becoming aware of the cost of ineffectively managed conflict
- Assessing your own preferred mode or modes for dealing with conflict
- Becoming aware of the range of options available for managing conflict
- Gaining practical tools for guiding conflict to more productive outcomes
- Developing an action plan for all the parties involved

To inquire about courses, please contact WD Communications with the information provided below.