

## PROFESSIONAL DEVELOPMENT PROGRAMS

OCTOBER 30, 2014

8:30 AM–4:30 PM

# EFFECTIVE CONFLICT MANAGEMENT: TOOLS, PROCESS AND SKILLS PRACTICE

Managing conflict effectively can increase efficiency and improve morale. This workshop will review the five conflict styles and assess your conflict style by utilizing the Thomas-Kilmann Conflict Mode Instrument. The advantages and pitfalls of each of the styles will be discussed. The six sources of the organizational conflict will be reviewed along with steps to resolve them. A list of conflict management suggestions will be discussed to help identify an effective conflict management procedure for your work group. The key steps in resolving conflict will be presented and applied to your work setting. Participants will have an opportunity to practice being a third-party facilitator for two individuals experiencing conflict.

## THIS PROGRAM WILL HELP LEADERS:

- Review the five styles of handling conflict and when to use them.
- Identify your style of dealing with conflict and learn your style's advantages and pitfalls.
- Learn the key steps in resolving conflict.



**Roger Fortman**

*Fortman has been a consultant, trainer and executive coach for the past 25 years, working with organizations across the United States and in Sweden. He provides training and consultation in strategic planning, leadership development, change and culture management, team building, generations, diversity, behavioral interviewing, and conflict and stress management.*