



## COURSE

# Conflict Resolution

4th Edition

Inclusion

Respect



## Spot and De-escalate Workplace Disputes Like a Pro

Like it or not, some degree of conflict is part of the human condition - and a part of every workplace environment. Effective conflict resolution management training reduces distraction, increases performance and gives employees confidence that their concerns will be heard, taken seriously, and fairly addressed. This Conflict and Resolution training course presents productive ways to manage workplace conflict. Managers will be provided with five easy-to-remember steps for recognizing and managing workplace conflict.

### Course Description

In this conflict resolution skills training course, learners will also see how to prevent or de-escalate unhealthy conflict before it leads to more serious problems. Managers will learn how to stop, evaluate, and consider all sides of a conflict before reacting. This conflict resolution training course also covers key communication skills needed to address workplace conflict. Interactive polling questions in the conflict resolution training course give employers real insight into how employees feel about the concepts and culture skills presented. Emtrain's innovative Ask the Expert feature gives learners direct access to course experts.

### Key Concepts

- Step 1: How to take a moment after conflict occurs.
- Step 2: How to think through a conflict rather than just reacting.
- Step 3: How to share and be open with the other person in the conflict.
- Step 4: How to follow through in resolving conflict.
- Step 5: How and when to ask for help in resolving conflicts.

### Course Features

- Access to our Anonymous Ask the Expert tool
- Rich video scenarios based on real-world events
- Built-in employee sentiment surveys
- 50+ Machine Translation Options
- Optional program timer
- Policy acknowledgement tool
- Extensive customization options

#### VERSIONS

All Employees (20 min)

#### WHAT'S COVERED

- [Conflict](#)
- [Meetings](#)
- [Trust](#)

#### COURSE EXPERTS

##### [Jane Tight](#)

Leadership & Coaching Expert

## Lessons

### Working Through Work Conflicts

Having a conflict with someone at work is not uncommon. But it have a huge impact on the people involved and the work environment for everyone else. That's why it's important to learn how to resolve work conflicts.

#### Step 1: Take A Moment

The first step in resolving a work conflict is often to step back. Let tempers cool and think about what happened. The impulse to "have at it" is natural - but unproductive when it comes to work conflicts.

#### Step 2: Think It Through

Step 2 in resolving a work conflict is to take time to think through what's going on. As with any other work challenge, you're more likely to succeed if you get a handle on your concerns and reactions.

#### Step 3: Share and Be Open

Step 3 in resolving work conflicts is to engage the other person. This part can be intimidating - and a bit tricky - but you're success will depend on how and when you re-engage the other person in the conflict.

#### Step 4: Follow Through

Step 4 in resolving work conflicts is to follow through. It's one thing to hash things out - but another to make and receive legitimate changes in the way you engage the other person in the conflict.

#### Step 5: How to Ask for Help

One important step in resolving conflicts yourself - is to learn when and how to ask for help. Sometimes the advice or help of an outsider is just what you need to get things back on track.

#### Moving Forward

The importance of viewing conflict resolution as a work skill - and finding a way forward for everyone involved.

#### Post-Program Survey

A chance for learners to give feedback on the training and the health of your organization in this area.