



Conflict Resolution

Like it or not, some degree of conflict is part of the human condition - and a part of every workplace environment.

Effective conflict resolution reduces distraction, increases performance and gives employees confidence that their concerns will be heard, taken seriously, and fairly addressed.

This Conflict Resolution program presents productive ways to manage workplace conflict. Managers will be provided with five easy-to-remember steps for recognizing and managing workplace conflict.

This program teaches learners about:

- The impact and importance of work conflicts
- 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

Learners will also see how to prevent or de-escalate unhealthy conflict before it leads to more serious problems and are given direct access to Emtrain's program experts and can anonymously ask questions via our innovative Expert Q&A feature.

Program Length

- 20 minutes

Languages

- English and translatable

Audiences

- This program is appropriate for both managers and employees.

Admin Optional Timer



Content Summary

Lesson Title	Lesson Content
1. Working Through Work Conflicts	Having a conflict with someone at work is not uncommon. But it has 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.
2. Step 1: Take A Moment	Step 1 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.
3. 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.
4. 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 your success will depend on how and when you re-engage the other person in the conflict.
5. 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.
6. 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.
7. Moving Forward	The importance of viewing conflict resolution as a work skill - and finding a way forward for everyone involved.
8. Post-Program Survey	A chance for learners to give feedback on the training and the health of your organization in this area.