



Managing Conflict

No matter how much we all try to avoid it, no matter how good a communicator we are or how effective a leader, conflict is inevitable. And not all of it is bad!

Conflict can push us to re-examine what we think we know and strive to be our best. Even conflict that feels less-than-positive can give us the opportunity to practice conflict resolution and listening.

This module examines different kinds of conflict and how to best deal with them, including what to do when conflict happens, how to minimize or remove barriers to conflict resolution, how to handle high maintenance relationships, and some tried-and-true rules for conflict resolution.

Improving your conflict management skills is useful in every part of your life, with positive results for relationships at home, and in the office.

Outcomes

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| <ol style="list-style-type: none"> 1. Describe what conflict is and some of the main reasons it happens. 2. Understand the potential sources of workplace conflict. 3. Apply guiding principles for dealing with workplace conflict. 4. Apply the CALM model in addressing workplace conflict. | <ol style="list-style-type: none"> 5. Know how to minimize the resistance to conflict resolution. 6. Identify high-maintenance relationships in the workplace. 7. Understand and apply the rules for conflict resolution. |
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Recommended Learners

Higher Education

- Undergraduate Students
- Graduate Students

Business, Industry, Nonprofits, & Agencies

- New Supervisors
- Step-up Supervisors
- Front Line Managers
- High-performing Team Members
- Senior Managers

Strategies and Tools for Collaboration

What are the best practices for remote workers? What tools, technology, and strategies will set your organization on the path to successfully managing a remote team?



Use video and phone calls - Something about being able to see each other while you talk makes it almost identical to being in the same room.

Be responsive and available: if each time I message them, they respond immediately, then it is just the same as if we were both in the office together.

Provide face-to-face meeting opportunities -The regular all-hands meetings are huge to stay connected.

Make meetings accessible -Make sure the mics work well, the camera angles are good, and that responses are being heard from remote employees.

Hold regular check-ins -Make personal connections. Keep remote team members involved.

Put processes in place and manage projects in a way that you can involve remote employees easily. It is really tough to feel like you are missing out because you're not in the office.

An example of a learning event in our Leading Edge Learning modules. The types of instructional content within the modules include: readings, videos, transcripts, audios, interactive questions, offline application exercises, flash cards, narrated presentations, matching exercises, relevant articles, downloads, a final exam, and other activities designed to engage learners based on recognized science of learning educational concepts.

Applications and Best Practices

Higher Education

- ✓ Teaching leadership skills to undergraduate learners.
- ✓ Include in a career center for workplace skills development.

Business, Industry, Nonprofits, & Agencies

- ✓ Developing the leadership skills of new employees.
- ✓ Helping new supervisors and managers with their leadership skills.
- ✓ Honing the leadership skills of senior leaders.
- ✓ Continuing Education Units (CEUs) for professional development and certification.

Pricing

Module is Approximately 3-5 Learner Hours

1-100 Learners per Year
\$49 per Learner

101-500 Learners per Year
\$44 per Learner

500+ Learners per Year
\$39 per Learner