

STRATEGIES FOR CONFLICT RESOLUTION

Program Overview

Respect and trust: both are critical to creating and maintaining cohesive, creative, productive environments. While the ultimate goal is to create a workplace free of conflict, this session presents strategies and includes practice of the steps to help navigate successfully through the challenging process of intervention and conflict resolution if it does arise.

Conflict triggers emotional responses from all participants and observers and dramatically impacts productivity and teamwork. This program explores our physiological responses to challenging situations and provides real tips on managing and deflecting emotions and strengthening emotional intelligence. It gives supervisors the confidence to handle challenging situations and employees and tools that are immediately useful.

Program Objectives

During this seminar, participants will:

- Better understand the elements that create conflict
- Become familiar with the factors that impact the ability to resolve conflict
- Learn the eight-step model to resolve conflict with others
- Strengthen conflict management skills

About the Instructor

Cynthia H. Pepper, a licensed counselor and business consultant, is considered a leading expert in the psychology of work, focusing on how people choose their work, grow and develop in their careers, impact their organizations, and are impacted by their organizations.

As a human resources and organizational development leader and consultant, she has worked with clients across the United States and the Caribbean, combining professional experience with her educational background in psychology, physiology, and learning.

Program Topics

- The structure of conflict
- The cost of workplace conflict
- The impact of interdependency on conflict and conflict resolution
- The impact of diverse styles in conflict and how to manage them
- Explore the four levels of conflict management and learn when each is appropriate
- Create and practice your personalized approach to handling conflict
- Understand the benefits of conflict
- Understand the role emotional intelligence plays in conflict and resolution
- Understand the four levels of involvement in conflict management and when to use each option
- Learn the five key behaviors to managing conflict effectively

If you wish to tailor this program for onsite training at your company, please contact Carrie Herr, CFCI Director, by calling 419-530-2037 or via email at carrie.herr@utoledo.edu.

Cynthia brings her energy and highly-engaging style to help others develop the competencies for success at all levels within an organization.

She has a keen understanding of the skills required for success at leadership levels, and serves as a business counselor and executive coach in addition to designing and delivering leadership development programming. Cynthia has trained thousands of individuals in the private sector and government, as well as in many colleges and universities.