



On-line Workshop Conflict Management

On-line workshop \$50.00

To register for a workshop contact your agency training coordinator or your manager.

Conflict Management—is an on-line workshop that provides a skill set to successfully resolve conflict situations in the workplace. By gaining a better understanding of the roots of conflict, participants will then be able to better identify sources of conflict and identify the behavioral forces that drive conflict.

Upon completion of workshop, participants will be able to:

- Identify potential sources of conflict in order to develop strategic responses
- Recognize the causes and dynamics of conflict within their own situations
- Develop skills for identifying and analyzing conflict indicators for planning and integrating strategic approaches to conflict resolution