



Mary Mayotte & Associates
160 East 84th Street, Suite 5C
New York, NY 10028
p 212.772.1275
f 212.772.1285
e mary@marymayotte.com

The Speech Fitness® Institute
23 South Garfield, Cherry Creek
Denver, Colorado 80209
p 303-321-8935
f 303-321-8936
e www.speechfitness.com

CONFLICT RESOLUTION – 1/2 Day

Conflict Management

Description: *Conflict Management* is designed to provide learners with an introduction to the different styles and critical skills of conflict management. Conflict is inevitable in today's world, and managing it well can mean the difference between a healthy, growth-filled work environment and one filled with dissatisfaction and poor performance. This course includes lecture, group exercises, a conflict style assessment, case studies, and role plays.

Audience: This course is appropriate for all roles and levels.

Pre-work: Complete and score Thomas-Kilmann Conflict Mode Instrument

Objectives: At the end of the course, learners will be able to:

- Understand what conflict is, where it comes from and why it's important to manage
- Use the two main conflict management skills of empathy and assertiveness
- Learn different conflict management styles and be able to adapt your style based on the situation
- Learn a process for handling conflict using collaboration
- Connect the learning from the class to professional and personal conflict situations

Duration: 1/2 day

Competencies: Competencies addressed in this program include:

- Communication
- Analytical Thinking and Problem Solving
- Teamwork