

Dealing with Conflict

Course Code: 1432

Course Duration: 2 hours

In a perfect world, everyone respects each other and work gets done at a rapid pace. Unfortunately, we don't live in a perfect world. People disagree, emotions flare and people get defensive. Conflict is a bad thing and must be removed...or should it? What if you could learn to recognize the signs, maintain your neutrality and use that conflict to create more productive sessions? What if you could learn to recognize the behaviors that distract from efficiency and deal with them rationally to keep teams on track?

Course Description: This two hour course covers rules for dealing with difficult people, how to give effective feedback, various types of difficult personalities and how to manage the various difficult personalities.

Topics List:

- Defining conflict
- Characteristics of difficult people
- Reacting to conflict
- Rules for dealing with conflict
- Providing feedback
- Effective listening
- Types of difficult personalities
- Dealing with difficult personality types

Outline

1. How Difficult People Lead to Conflict
 - a. Outline the characteristics of conflicts
 - b. Explain the relationship between difficult people and conflict
 - c. Describe the effects of dealing with difficult personalities
 - d. Introduce guidelines for interacting with difficult people
 - e. Explain how to provide assertive feedback
2. Dealing with Difficult Personalities
 - a. Describe the categories of difficult personalities
 - b. Explain how to deal with each of the categories of difficult people

Who Should Attend: Managers, project managers, team leaders, functional leaders, technical specialists, subject matter experts, trainers, team members and project leads.