

“WORKING WITH DIFFICULT PEOPLE”
Managing Conflict & Negative Interactions in the Workplace
A Conflict Management Workshop

Goals:

- Participants will learn the premises of conflict theory as understood within the Transformative Conflict Model
- Participants will learn useful communication skills
- Participants will explore the skill of “Self Monitoring” and its value
- Participants will explore the role of the bigger picture in conflict situations

Workshop Agendas Include:

Reflecting On the Nature & Personal Experience of Conflict

A Brief Introduction to the Theory of Conflict

Skills for Managing Conflict in the Workplace

- Looking at the Big Picture
- Taking a Personal Inventory / Knowing Our Triggers
- The Power of the “I” Message
- Listening Reflectively