

Handling Conflict

Course Description

When you manage individuals with different personalities, conflicts may arise. This course is designed to provide you with the skills needed to effectively resolve and handle conflict within the workplace.

Target Audience

This course is intended for all employees.

Course Objectives

- Definition and types of conflict
- Determine your conflict management style
- Three levels of conflict and the process for handling conflict

Course Information	
Time/Duration	2 Hours
Cost	No cost
Schedule/Contact	Humanresources_training@augusta.edu
To enroll in session:	https://train.augusta.edu

*To request a special session for your team on this topic, please submit a Service Request at [Wufoo](#).