

Managing Conflict

Course Description

In this fast-paced, stressful age, few workplaces are conflict free. Conflict can directly affect us physically, emotionally, and financially. In this course, participants will learn the causes of conflict, preventive measures to keep it from occurring, steps to resolve it once it has materialized, and resources to use when all else fails.

Target Audience

This course is intended for all employees.

Course Objectives

- Identify factors that create conflict in the workplace
- Explain why conflict is important to resolve
- Exercise methods and steps taught in the program to resolve conflict
- Describe the Do's and Don'ts when resolving conflict
- List available HR Resources and explain when to use them

At the conclusion of this program, participants will have a better understanding of factors that contribute to workplace conflict. They will know how to evaluate situations to determine how serious they are or might become, and they will know the procedure for managing conflict and sources to contact should the procedure require third-party intervention.

Course Information

Time/Duration	3 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](#).

