

CONFLICT MANAGEMENT AND RESOLUTION IN THE GOVERNMENT WORKPLACE

A 2-Day Hands-On Workshop

Course Description:

Teamwork and unity in government organizations is rapidly evolving to meet new and unexpected challenges. Those who understand and practice effective conflict management and resolution will contribute to the continuing development of an effective, efficient and thriving workplace that will enable federal organizations to continue to meet their missions.

This workshop will demonstrate not only clear, practical conflict management and resolution techniques, but also how to implement them within the government work environment. Attendees will receive a Conflict Management and Resolution Handbook filled with step-by-step instructions, examples, tip sheets, checklists, and resources that you will use in implementing strong Conflict Management skills.

Learning Objectives & Topics Covered in this Workshop:

- Understand the Sources, Stages and Ingredients of Conflict in Individuals and Groups
- Employ Conflict Management Tools to Prevent and Resolve Conflict
- Develop and Implement a Conflict Management Plan Consistent with your Organizational Vision and Values
- Evaluate and Employ Alternative Dispute Resolution Techniques, ton include Mediation, Arbitration, Negotiation and Dispute Management
- Develop an Action Plan for Implementing Conflict Management in your Organization

Audience: This workshop is designed for leader and managers.

Toolkits:

Each Participant will receive a **Student Handbook** and access to an **Online Toolkit**, containing tools such as checklist, tips, techniques, and numerous other tools to help you use your new skills immediately.

Additional Information

CPE Credits: 13.0

CEU Credits: 1.1

Suggested Program

Prerequisites: None

Advanced Preparation: None

NASBA Program Level: Basic

NASBA Field of Study:

Business Management and Organization

Delivery Method: Group Live – Classroom

