



CONFLICT RESOLUTION IN A GOVERNMENT SETTING

A 1 Day Hands-On TMS Experience
Delivered in Live or Live Virtual Classrooms!

Course Description:

The rapid pace of change and increasing demands on today's government workforce create an environment highly vulnerable to conflict in the workplace. 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.

Learning Objectives & Topics Covered in this Workshop:

- Analyze conflict between individuals and between groups
- Identify the source of conflict
- Apply effective conflict management techniques
- Understand the 7 steps to conflict management
- Make use of conflict management tools and resources
- Understand and be able to apply conflict management strategies
- Understand effective conflict resolution techniques
- Recognize ineffective conflict resolution approaches

Audience: This workshop is designed for government employees, supervisors, and managers.

Toolkits:

Each participant will receive a **Student Handbook** and **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: 7.0

CEU Credits: 0.6

Suggested Program

Prerequisites: None

Advanced Preparation: None

NASBA Program Level: Basic

NASBA Field of Study:

Personal Development

Delivery Method: Group Live – Live Virtual Classroom

