



Conflict Management and Resolution

*A 1 or 2-Day Hands on TMS Experience
Delivered in Live or Live Virtual Classrooms!*

Course Description:

Teamwork and unity in government organizations are rapidly evolving into a new form. 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, to include mediation, arbitration, negotiation, and dispute management
- Develop an action plan for implementing conflict management in your organization.

Audience:

This workshop is designed for all government personnel

Toolkits:

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: 8.0 – 16.0

CEU Credits: 0.8 – 1.6

Suggested Program

Prerequisites: None

Advanced Preparation:

None

NASBA Program Level:

Basic

NASBA Field of Study:

Business Management and Organization

Delivery Method: Group Live
– Live Virtual Classroom

