

Conflict Management

We all love a good ol' conflict, don't we? Rumors! Lies! Arguments!! Co-worker disagreements! Being able to deal with these situations proves challenging in addition to all of the other work responsibilities. When is the best time to address an issue, what is the best approach, what should I say or not say, where do I start?

By managing conflict effectively, organizations have seen higher levels of engagement, lower turnover, increased productivity and increased moral. The manager or team lead gain more loyal team members because they know their boss is stern and fair.

Most people truly believe they are capable of handling conflicts at work and in their personal lives. The challenge with handling conflict effectively is first getting to the root of the problem to identify an approach that satisfies all parties involved. In most conflicts, the ability to manage feelings and communicate effectively are the biggest components in coming to a win-win conclusion.

By handling conflict in a positive way, it provides an opportunity for growth.

- Learn productive ways to approach and handle conflict.
- Assess previously handled conflicts and those that can have been handled differently.
- Why making the relationship a priority produces a win-win environment.
- Identify when things are worth letting go for the sake of moving forward.
- How to ask probing questions that provide insight in how to resolve the conflicts at hand.
- Review everyday conflict scenarios and the tools to successfully handle them.
- How to recognize and manage emotions appropriately.
- Being cognizant of nonverbal skills and the message they send.

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