

CONFLICT MANAGEMENT: BEING PROFESSIONAL INSIDE & OUTSIDE



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FEBRUARY 22, 10 A.M. TO NOON

Do you have trouble managing conflict? How can you tell a conflict is brewing? What signs should you watch and listen for? How do you handle conflict?

Identifying conflict before it arises is critical to conflict management. Get the answers to these questions in this month's session.

COURSE OBJECTIVES

- Define the terms "conflict" and "conflict resolution"
- Identify common sources of workplace conflict
- Discuss the importance of understanding personal and cultural conflict styles after recognizing your personal conflict style
- Implement steps to handle the emotions of yourself and others to professionally de-escalate a situation
- Explore and apply an adaptable conflict resolution model

Presentation adapted from Foundations For Community Health Workers (2nd Edition) Textbook, (2016) Chapter 13 "Conflict Resolution Skills" Berthold, T., Editor, San Francisco, C.A.: Jossey-Bass