RESOLVING CONFLICTS

VITAL LEADERSHIP

You have great people on your team, but they don't always get along. Sometimes you might feel more like a referee than a manager.

Diverse work teams promote creativity and ideas, which can bring exceptional outcomes. They can also foster conflict when individuals bring to the table different personalities and work styles. Managing those differences quickly and effectively can mean the difference between a minor "speed bump" and a major roadblock, which can diminish the morale and productivity of one team member or the entire team.

RESOLVING CONFLICTS EFFECTIVELY BRINGS SUCCESS

Workplace conflicts are unavoidable; the key is to control and reduce their effect on business. By keeping the team focused on performance and minimizing the effects of inevitable conflicts, supervisors, team leaders and managers can greatly improve their team's productivity and effectiveness.

The Vital Learning Resolving Conflicts™ program equips supervisors, team leaders and managers with the tools to recognize conflict and handle it quickly and effectively. By understanding the signs of conflict and finding the root cause, managers can eliminate the issues and minimize the negative effects. Facing conflicts directly allows leaders to preserve the integrity of their teams and demonstrate a commitment to individual performance and growth.

Resolving Conflicts helps managers develop skills to identify the source of team member conflicts. Using effective communication and management techniques, managers can help individuals see the situation from another point of view and move beyond the conflict. Managers will also learn about the positive and negative aspects of conflict and how some conflict can be beneficial.

Throughout the course, supervisors, team leaders and managers review video presentations and case studies, participate in group discussions, practice new skills, and receive immediate feedback. The program provides them with implementation tools, a troubleshooting guide and additional resources to help them apply the skills they have learned on the job.

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ESSENTIAL COURSE MATERIALS

Resolving Conflicts is available in classroom, eLearning and blended formats to accommodate any organization or type of business. Each course includes the following course materials:

Facilitator Guide

- Provides complete instructions about how to conduct the course
- Supplies explanatory information for the trainer, sample trainer narrative, transcripts of video segments and facilitation notes
- Includes the facilitator resource CD, which contains a PowerPoint presentation, additional resources, reproducible pages from the facilitator guide and a participant workbook

Participant Workbook

- Provides exercises, forms, skill practice aids and a video synopsis
- Offers a job aids section with tools and resources for applying course skills
- Includes a Memory Jogger Card™, which gives leaders a handy reminder of the course's skill points

Video

- Presents an introduction followed by a scenario depicting positive use of the program's skill points
- Provides video segments that focus on modeling positive behavior for skill practices
- Offers scenarios for both office and industrial/other settings

ABOUT VITAL LEARNING

Vital Learning's training courses teach managers, supervisors and team leaders in any industry to use basic human relations skills to motivate and lead their employees with finesse and respect. By improving team leader–team member relations, organizations can improve productivity, enhance employee motivation and retention, and develop employee work habits and potential. Vital Learning's courses are available as classroom sessions, eLearning sessions, or a combination of classroom and eLearning sessions.

Based in Denver, CO, Vital Learning provides courses based on McGraw-Hill Training Systems, which Vital Learning acquired in 1989. Throughout the past two decades, Vital Learning has worked with industry experts to enhance and develop its training courses, bringing an industry-leading product to the marketplace. Let us show you what our products can do for your organization by visiting Vital Learning's Web site at www.vital-learning.com or contact us at 1.800.243.5858.

Resolving Conflicts and Memory Jogger Card™ are trademarks of Vital Learning.

BENEFITS OF RESOLVING CONFLICTS

Organizations can offer this course in the format that works best For them — classroom, eLearning or blended.

Program is designed for six to 18 participants to complete in four to five hours.

Course participants receive hands-on experience practicing the program's skills and methods.

Participants learn to accept conflict as an inevitable part of work situations and deal with it in order to maintain individual and team focus and productivity.

Participants learn to recognize the positive and negative effects of conflicts and leverage conflict to everyone's advantage.

Participants learn to distinguish between the two major sources of conflict so each conflict can be resolved fairly and effectively.

Participants learn to establish a cooperative atmosphere to resolve conflicts when they arise.

For purchasing information:

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