



# ***Managing Conflict In The Workplace***

## ***Part II***

Participants in *Managing Conflict in the Workplace, Part 1* learned how to utilize communication and conflict management skills in order to resolve conflicts more efficiently and effectively. *Managing Conflict in the Workplace, Part 2* takes you to a greater level of competence through the incorporation of an informal, structured process by which to resolve conflicts amicably.

The marks of a good conflict resolution process include openness, empowerment, and participation. The Principles of Conflict Resolution, based on the work of Roger Fisher and William Ury in the Harvard Negotiation Project, provide an overview of the components of a conflict resolution process. In addition, this interactive workshop will help participants learn how to:

- Get conflicting parties to the negotiating table
- Set the environment conducive to effective conflict resolution
- Develop techniques for collaborative problem-solving
- Identify and define the real issues in conflict
- Get to solutions that everyone can live with
- Formulate good resolutions

While the focus is on learning ways to utilize the process as a party in conflict with others, assisting others in conflict as an impartial third party is also addressed. Participants have opportunities to practice the process and receive coaching from the trainers.

***Note:       Managing Conflict in the Workplace, Part 1 is a prerequisite to Part 2***