

Conflict Management

Conflict Is Not All Bad!

Conflict management training focuses on the fact that conflict appears as a somewhat inevitable fact of organizational life. Individuals learn to distinguish between functional and dysfunctional conflict. Managing dysfunctional conflict and at times promoting functional conflict are strategies explored to help individuals and/or organizations as they strive to accomplish goals. Participants are shown how to move through the “smoke screen” that seems to exist when individuals resolve issues over which there is disagreement.