

MANAGING CONFLICT IN THE WORKPLACE

...and every place else

When most people think about how to deal with conflict, three basic beliefs often come to mind:

- Conflict is bad and should be avoided whenever possible
- In any given conflict, there will be a winner and a loser
- Resolving conflict is unrealistic -- it's only for dreamers

These beliefs are simply untrue. In this six session interactive workshop, we'll show you a different way to approach conflict in the workplace (and every place else). You or your employees will learn to manage conflict, deal with difficult people, and even turn conflict into a constructive force.



School for Advanced Studies
North Andover, MA 01845
978-837-5182

MC 501: Managing Conflict in the Workplace

Six 2.5 Hour Sessions
\$495/Person

Tuesday, July 21-August 25
6:00-8:30 pm

For Information, Contact
Carleen Boucher

Carleen.Boucher@merrimack.edu
978-837-5181

Merrimack College
315 Turnpike Avenue
North Andover, MA 01845

[To Register Online,
Click Here](http://www.Merrimack.edu)

or visit

www.Merrimack.edu



REGISTER TODAY

How to Manage Conflict in the Workplace and in Every Other Place

Session 1: Principles of Conflict Management and their Application

What is Conflict?/Why Conflict is Necessary in Human Interaction/Adaptive and Non-Adaptive Forms of Conflict/ How Development Happens through Conflict Management/Types of Conflict/Working toward Mutual Gain/A Conflict Management Procedures/Common Ground isn't "Found" – It's Created

Session 2: Cultivating Effective Interpersonal Communication

Developing and Practicing Skills for Conflict Management/Identifying Problems/ Separating Problems from Solutions/Active and Empathic Listening/I-You Statements/ Brainstorming/Skills Training and Practice

Dealing with Difficult People and Situations

Session 1: Dealing with Difficult People

Managing Conflict Ain't Rational/The Central Role of Emotion in Conflict Management/ Shame and Face/Different Types of Difficult People and Situations/Dealing with the Different Types/Identifying and Reacting to Intentions and Emotions of Difficult People/ Dealing with Your Own Emotions

Session 2: Putting Principles into Practice: What Do I Say and Do When...?

Specific Principles and Strategies for Dealing with Specific Types of Difficult People and Situations/Getting the Best Rather than the Worst from Difficult People/Developing and Practicing Skills for Dealing with Difficult People and Situations

Conflict Management Principles for Organizational Change

Session 1: How to Build Consensus Within and Between Groups

Why Change is So Difficult/Ways of Thinking about Change/Mobilizing Change in Hierarchical and Horizontal Organizations/The Consensus Building Process /When Consensus Doesn't Work

Session 2: Making Meetings Work for Constructive Gain

Why Most Meetings are so Awful/Why Meetings are Important & Most Meetings Aren't/ Making Meetings Work/ It's Not Business as Usual Anymore/What to do Before, During and After a Meeting/The Role of the Chair or Supervisor/The Role of the Facilitator/The Group Memory/The Role of the Group Member/Making Change Happen