



## **Course Description:**

### **Problem Solving Conflict Resolution**

This course presents an in-depth, innovative, solutions-driven approach to the inevitable conflicts that arise at work and at home.

#### Course Objectives:

Assist course participants in discovering practical, proven alternatives that may be harnessed in the most difficult, frustrating situations including:

- How to uncover “hidden” resentments and learn what’s really bugging you or others
- Steps that may be taken right now to “repair” relationships damaged by past conflicts
- The secret to keeping poise and control when everyone around you loses it
- Effective ways to diffuse conflict
- How to be proactive in managing conflict
- How to manage conflict between other people
- Understanding your own conflict management styles
- How to manage conflict on teams while maintaining productivity