# Resolving Conflict at Work: Improving Workplace Relationships

One of the key ingredients to successful workplace relationships is the ability to prevent conflict from occurring. However, as this is not always a possibility, another important facet of workplace relationships is the ability to quickly and productively resolve that conflict. This course will enable students to identify their network of relationships at work and how to manage these relationships so that unnecessary conflict is avoided. Students will also learn the steps necessary for effective conflict resolution and how to interact with difficult team members.

**Audience:** Management and HR Professionals

**Prerequisites:** None.

**Number of Days:** ½ day

1.  **Understanding the system**
    Styles of behavior within the system
    Your network of relationships
    Assessing roles in the system
2.  **Preventing conflict from occurring**
    Keys for improving business
          relationships
    Analyze your interactions
    Develop, test, and revise your strategy
    Follow through and be consistent
3.  **Focusing on team relationships**
    Team communication roadblocks
    Practice these communication skills
    Keys to effective listening
    Meeting communications assessment
    Enhance cooperation in meetings
    If conflict occurs during a meeting
4.  **Resolving conflict productively**
    What doesn't work
    Four steps of conflict resolution
    Coping with rocky relationships
    Dealing with tricky team members