

Conflict Awareness (aka Difficult People/Situations) :

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We all encounter difficult people. Whether you're a supervisor, a customer service professional, or you have a challenging coworker, it's important to know how to rise above your initial emotional reaction and turn negative situations into positive outcomes. Topics include understanding why we label people as difficult; types of difficult people; tools and techniques for resolving issues; coping strategies for the effects of difficult people; conflict management strategies; and practical application. (6 contact hours)

Prerequisites

Supervision Certificate Program

Course Outcomes

- Improve your relationships with people in the workplace whom you find difficult
- Gain confidence in your ability to communicate
- Overcome emotional reactions when faced with them
- Understand different conflict management approaches
- Practice techniques to turn negative situations into positive outcomes