



## Effective Conflict Resolution in the Workplace

### Did You Know?

Conflict can actually be **healthy**.  
Conflict can act as a **catalyst** for positive  
and **needed change**.  
(Rotarius & Liberman, 2000)

### Key Benefits

Increased **productivity, efficiency & output**  
**Lower conflict** and less discipline issues  
**Improved attitudes & behaviours**  
Higher **performance**  
**Engaged** employees  
Makes it **fun** to come to work again

### Conflict Resolution Topics

**Dealing** with Conflict  
**Symptoms** of Conflict  
**Collaboration vs. Competition**  
**Problem-solving** steps to resolution  
**Managing** Emotions  
**Facilitation** Skills  
**Engaging** rather than Avoiding Conflict

### “Why is there so much conflict and what can we do about it?”

Conflict is inevitable in the workplace whether it occurs between 2 individuals, teams or departments. **Conflict can be good if it is constructive, or detrimental to everyone’s well being, if it is negative.**

Conflict can be good? - sounds like an oxymoron? Yes!

**Constructive conflict is essential in high performing teams** or in organizations seeking innovation and creativity. Constructive conflict has a way of broadening perspective, making room for different opinions and approaches to problem solving and inclusive as all team members should be involved.

This **highly interactive session**, supported by written materials, real life case studies and DVDs, enhances the learning experience.