

**Learn. Grow. Change the World.**

# Taking Control of Conflict in the Workplace

Work through, improve, innovate, and strengthen.

**Audience:** All Employees \ **Available:** Live Virtual or In-Person

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**Increasing employees' competency to constructively manage conflict allows conflict in your organization to move from "destroyer" to "innovator" of change.**

Clearly, conflict can be an obstacle to organizational success and personal job satisfaction. When two or more people work together, conflict is almost inevitable. However, although you may not eliminate conflict entirely, you can take control of it - that is, create a positive working environment in which conflict is dealt with proactively and collaboratively.

This interactive workshop will introduce to participants how to do just that. In addition to gaining more awareness about their personal style of managing conflict and common sources of workplace conflict, participants will learn how to successfully manage conflict situations and even prevent unnecessary conflict from occurring. Participants will also learn tools, strategies and techniques for managing conflict in a way that results in fewer rather more problems by handling conflict constructively - resulting in new learning, improved understanding, idea creation, and a stronger system and relationships.

## Learning Objectives

1. Explore common sources of workplace conflict
2. Understand the five styles of responding to conflict
3. Enhance awareness of one's own dominant conflict style
4. Recognize indicators of destructive responses to conflict
5. Learn tools, strategies, and techniques for constructively managing workplace conflict

## Instructor

Angela Dash, PhD has over 20 years of leadership experience and is the President of The Pace Institute, LLC. It is her mission to support others in strengthening relationships and setting course in times of conflict, change, and opportunity and she does this through executive and professional coaching, group training, dialogue facilitation, and organizational conflict management consulting.

She has supported the growth and development of employees from organizations such as the State of Georgia, County of Los Angeles, Johnson and Johnson, Zillow, Spotify, and the New York Times and is known to be an evoker of greatness - supporting others in learning, growing, and changing the world.

## Sample Agenda

- Sources of Workplace Conflict
- Understanding Destructive and Constructive Conflict
- Breaking the Conflict Cycle
- The Five Conflict Styles
- Strategies for Constructive Conflict Responses