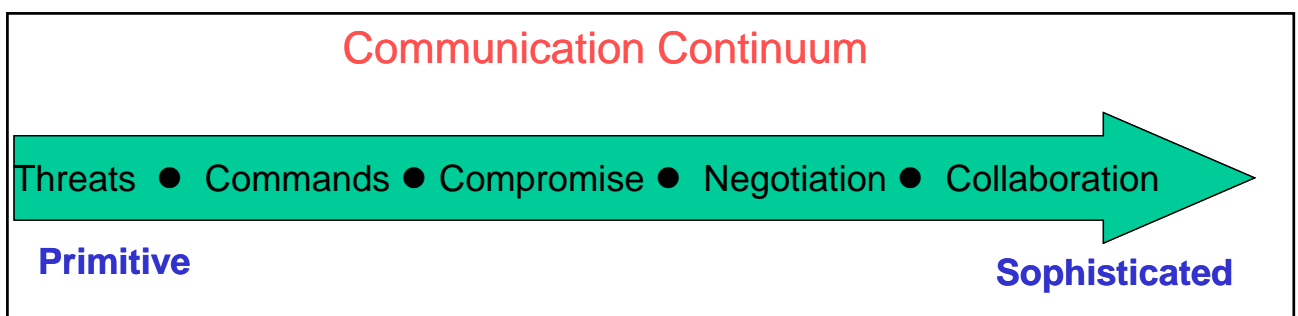


## From Conflict to Collaboration

**Anytime more than two people get together, there will be conflicts. Every workplace is rife with conflicts. This is normal. It may even be good. Conflicts, properly resolved, often lead to improvements in productivity, performance, and working conditions. Unfortunately, few managers or supervisors are trained in managing conflict, much less exploiting their potential. Conflict in the workplace is most often handled by reverting to parent-to-child models—crush it or avoid it. There are step-by-step processes that leaders can use to effectively resolve conflicts in the workplace.**

At the completion of this four-hour workshop, the participant will know:

- The importance of intervening at the first hint of conflict
- How to control the process, not the content, during conflict resolution
- How to remain neutral during conflict resolution
- How to manage emotions and anger during a meeting
- A six-step process to resolve a conflict between two workers
- How to handle a team conflict with all participants present
- How to document a conflict resolution meeting



**Length of workshop: 4 hours**

**Who should attend: Managers, supervisors, lead persons**

**Provider: : Mineral Area College (Contact Bev Hickam, 573-270-3542)**