BETTER BUSINESS: Thriving Through Conflict



Key Takeaways:

– Learning how to engage in conflict successfully to guarantee good relations and peace in the workplace.
– Identifying common stressors in the workplace
– Utilizing a conflict resolution process

Course Description

In most forms of entertainment, there has been a portrayal of workplace rivals. Maybe they prank each other regularly, compete to get promoted, try to woo the same coworker, insult each other, or fight in just about anything. While this is typically pretty funny and entertaining to watch on your TV, it can be miserable in the workplace. When employees are regularly in conflict, morale and productivity suffer along with it. Employees that are not part of the conflict can also feel the effects of a hostile work environment, and turnover can ensue. Nobody wants conflict to be part of their daily life. Although it is perfectly natural for conflict to happen, it is best resolved.

Through this course, we will discuss ways to engage with conflict successfully in the workplace. For your benefit, we have developed a 5 step conflict resolution process to guide you. First, we will discuss the importance of creating an effective atmosphere, then a mutual understanding. Thirdly, you will learn how to identify individual and shared needs for those in conflict and their team. From there, we will show how you can easily discover the root cause with conflicted employees. Lastly, you will see the criteria a solution needs for the problem. As we explore these steps in depth, we hope to help you resolve conflict quickly in the workplace, be it that you are directly in the conflict or simply spectating it. Through the use of animated videos, additional resources, and quizzes, we have designed this course to be easy and quick to learn so that you can resolve conflict today.