



Conflict Resolution in the Workplace

Provides insight into individual ability to manage & cope with conflict.
Examines how each person either defuses or enflames conflict.

- + Understand differences between Aggressive, Passive and Assertive personalities.
- + Learn the rights of the Assertive person
- + Manage a conflict situation using practical tips for approach & communication
- + Recognize non-verbal messages that drown out words
- + Examine the impact of daily stressors on relationships
- + Relax ... knowing you are equipped to respond to angry people

★Recommended Option

Target	Front-Line Staff	Registered Staff	Managers
	●	●	●

Schedule	1 Hr *	1½ Hr *	3 Hr *	Full Day	Multi-Day
	●	●	●	●	



*can be repeated multiple times throughout the day.

Extras	Handouts	Posters	Certificates	Info Binders
	●	●		

NOTES:

Consider booking a full day of training that provides a 3 hour workshop specific to the roles/ responsibilities of your Registered Staff in the morning, and then either 2 workshops of 1.5 hours or 3 workshops of 1 hour each in the afternoon for your Front Line Staff.



Have you considered eLearning? Check out the  InService Program!
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