

# CONFLICT MANAGEMENT: Fierce & Crucial Conversations

**VIRTUAL TRAINING**

Workplace conflict haunts organizations every day, leading to lost productivity, diminished morale, and decreased performance. This training will focus on developing skills, such as active listening non-judgmental questioning, and how to have open and honest communication. Employees will be given the tools to help them successfully resolve conflict situations and avoid future ones.

## Topics Covered Include:

- How to assess a challenging situation and appropriate strategy
- Understand the elements of effective communication
- Utilize a 5-step process for dealing with difficult people
- Recognize the negative impacts of conflict
- Navigating through tough conversations with employees
- Conflict resolution across department team members
- Understanding and displaying empathy

**Wednesday, February 28, 2024**  
**10:00 - 11:00 AM**

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