

# Resolving Conflict In Teams



## COURSE OBJECTIVE

This course teaches leaders how to recognize that a conflict is escalating and minimize damage by using the most appropriate resolution tactic -- regardless of which stage a conflict is in.

Leaders also learn the true cost of conflict to an organization and techniques for handling even the most challenging conflict-related situations.

## LEARN TO:

- Effectively resolve workplace conflict and enhance productivity, efficiency, and morale.
- Help others take responsibility for solving workplace conflict.
- Reduce the negative effects of workplace conflict on individuals, groups and the organization.

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**All Others Please Register at:** <http://tinyurl.com/kennesaw-pdc>

**(Cost for KSU Employees: \$65 ~ PDC Partners: \$95 ~ 0.4 CEU Credits)**



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