

Unleash
your potential

Navigating Workplace Conflict – Online

Essentials for a healthy work
environment



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Program Overview

Conflict has always been inherent in organizations. However, it has become more pervasive and the costs (i.e. human and financial) have been escalating.

This workshop provides participants with the knowledge, skills, and strategies to better prevent or constructively handle conflict. By gaining an understanding of what conflict is and how it emerges, participants begin to understand the costs and benefits of conflict in organizations. Participants explore and become more aware of their own responses to conflict, and practice strategies for managing conflict on the individual and team levels. Participants will leave with an action plan for applying conflict resolution processes within their organizations.

Key Benefits

- Describe the defining elements of conflict
- Recognize the costs of mismanaged conflict
- Identify sources of conflict for better decision making
- Explore how culture affects how stakeholders deal with conflict
- Appreciate how to build trust and how it deteriorates
- Understand the role of emotions in conflict and how to use them positively
- Deploy positivity as opposed to destructive responses to conflict
- Act as a mediator/facilitator when team conflict occurs

Who should attend?

This program is designed for professionals and managers at any level including executives, project managers, supervisors, and team leaders. It is particularly useful for anyone moving into a new position and indispensable for human resource professionals.

What is included?

The registration fee includes facilitation by our highly rated faculty members, a comprehensive digital workbook, results-oriented exercises, and a **certificate of completion** from the McGill Executive Institute.



Key Themes

About Conflict

- Define conflict
- Task and relationship conflict
- Causes of organizational conflict
- Costs of unproductive conflict
- Benefits of conflict

Conflict Frameworks and Tools

- Destructive and constructive responses to conflict
- Conflict escalation and ways to defuse it
- Role of emotions in conflict
- Understand trust – how it deteriorates and how to build it

Difficult Conversations

- Give and receive feedback
- An approach to difficult conversations
- Role of the fundamental attribution error

Teams and Conflict

- Stages of team development
- Create a team charter
- Communication within the team

Faculty and Learning Approach

As an integral part of McGill's Desautels Faculty of Management, the Institute's faculty team comprises McGill University professors and lecturers as well as highly rated academic and business experts from around the world.

Please visit our website for a full list of the faculty team assigned to this program.

