

# CONFLICT RESOLUTION



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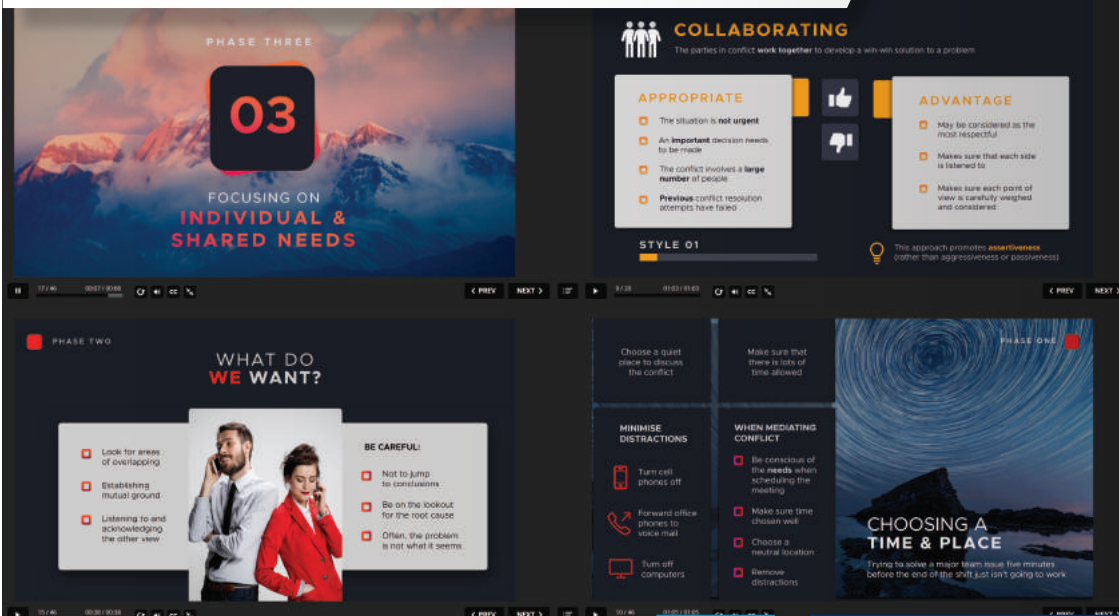
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# CONFLICT RESOLUTION

The workplace can be a high-pressure environment where anger, frustration and disappointment can take hold. In this eLearning Short Course, you will learn several skills to effectively resolve conflicts in the workplace, such as;



- Understanding what conflict and conflict resolution means
- The pros and cons of each conflict management style
- Being able to use basic anger and stress management techniques
- Being able to use crucial conflict resolution skills, and
- Understanding the six phases of the conflict resolution process

You will be able to use these skills not only to prevent conflict but also to help others work through conflict. Remember, everyone experiences conflict – it's how you deal with it that matters.