

Resolving Conflict and Handling Difficult People Problems

Frontline leaders must resolve conflict situations and deal with different types of “difficult” employees. This program will provide you with practical, tactful communication techniques to address conflict in your team.

Learning Objectives:

- Address conflict by first knowing its source.
- Apply strategies to constructively handle conflict.
- Use a proactive process to resolve conflict.
- Effectively identify the characteristics of difficult people and how to deal with them.
- Understand how change affects people and how to lead them through it.

Prerequisite:

- Prior completion of *Frontline Leadership: Communication Skills* is recommended.



CEUs:
0.7 (7 hours)

HRCI Credits:
7 HR (General)

SHRM:
7 PDCs

Learning Options:

- Classroom training
- At your location

Who Should Attend:

- New and experienced frontline leaders from office, manufacturing, and service organizations
- Individuals who provide leadership, direction, and guidance to a work group but not officially “management” employees

Learn. Grow. Succeed.

Delivery options include learning at MRA, at your location, or online. Contact MRA to explore how this program may be customized to your unique individual and team training needs.



www.mranet.org

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Course Outline

- **Understand the different sources of conflict**
 - ◆ How they contribute to conflict between people
- **Relate values and generational factors to conflict**
- **Review a step-by step-process for having a conflict discussion**
- **Identify your conflict management style and how to use the styles of others to resolve conflict**
- **Discover the characteristics and behaviors of difficult people and how to address them**
- **Examine and practice a process for dealing with difficult people**
- **Utilize the “I message” for lowering defensiveness and providing feedback without hostility**
- **Examine your organization’s change culture and how employees respond to change**

“ In this class, I learned many new ways to get positive outcomes from conflict. The “I messages” and additional questions will also help a lot. ”



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