

# Mastering Challenging Conversations to Resolve Conflict

Be prepared to constructively handle challenging situations and turn conflict into positive actions! In this program, you will identify where conflict comes from and review communication techniques to lower defensiveness in yourself and others. You'll also practice constructively resolving conflict situations through case studies, and you'll prepare for the real-life challenging conversations you are currently facing.



<b>CEUs:</b> 0.3 (3.25 hours)	<b>HRCI Credits:</b> 3.25 HR (General)	<b>SHRM:</b> 3.25 PDCs
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## Learning Objectives:

- Define conflict and recognize how to turn conflict into a positive outcome.
- Implement a nondefensive communication technique for giving and receiving feedback.
- Use a five-step method for resolving conflict through active listening and questioning skills.

## Learning Options:

- Classroom training
- Live Online
- At your location

## Who Should Attend:

- Leaders, managers, supervisors, and individuals who need to address conflict situations, gain cooperation from others, and turn challenging situations toward positive action.

## 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.



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# Course Outline

- **Define and leverage conflict to create positive actions**
- **Explore sources of conflict in the workplace and how they contribute to conflict between people**
  - ◆ Identify the root cause of conflict in human behavior
- **Apply reframing, listening, and questioning skills to communicate effectively in difficult conversations**
- **Utilize the “I” message for lowering defensiveness and providing feedback without hostility**
- **Practice a five-step process for having a conversation to resolve conflict**



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