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Upcoming Webinar Series

A: Conflict in the Workplace- Thursday, May 1, 2025

B: Managing Conflict Effectively- Thursday, May 8, 2025

C: Emotion in Conflict- Thursday, May 15, 2025

CONFLICT RESOLUTION

Objectives:



Stacey Holloway,
BScN

Part A: Conflict in the Workplace

1. Define conflict and explore its dynamic
2. Differentiate between productive and dysfunctional conflict
3. Understand the effects and sources of destructive conflict in the workplace
4. Recognize common responses to conflict and the impact of conflict avoidance

Part B: Managing Conflict Effectively

1. Understand conflict management styles and win-win resolution
2. Learn five conflict management skills and collaborative communication techniques
3. Increase awareness of personal strengths and challenges in conflict resolution

Part C: Emotion in Conflict

1. Recognize personal emotional triggers and assess emotional readiness
2. Regulate emotions to maintain control in conflict
3. Address emotional content in conflict and set personal boundaries effectively

..and more!



Includes (For Each Part):

- 2 hours of Continuing Education
- The "live" webinar if registering in advance
- On-Demand Access for at Least a Year
- Certificate of Completion
- Q&A Session; handouts to view or print

10 AM - NOON MT



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