



Healthy Conflict in the Workplace

Description:	There is no such thing as a conflict free work environment, as that is where growth happens. Conflicts are a natural, and necessary, part of life. Instead, of working with conflict once it has escalated, it is important to develop skills that will enable an organization to innovate and grow, challenging the status quo and learning from the organic nature of conflict.
Defined Instructional Objectives:	Participants will learn how to engage in conflict in healthy, productive, and proactive ways. Participants will be equipped with collaborative skills to move an organization forward and grow.
Measurable Learning Outcomes:	<ol style="list-style-type: none"> 1. Participants will learn the power of engagement and what the organizational impacts are of disengagement 2. Participants will learn how to assess levels of engagement 3. Participants will engage in a diagnosis of emerging team issues and misalignments so they can be proactive involved before they become problems 4. Participants will be knowledgeable about norms for decision-making and conflict 5. Participants will develop tools for channeling conflict into innovation
Course Components:	<ol style="list-style-type: none"> 1. Defining Conflict 2. Sources of Team Misalignments 3. Environmental Misalignments 4. Individual Misalignments 5. Misalignments Checklist 6. Taking the Team Temperature 7. Setting Norms for Decision-making and Conflict 8. Turning Conflict into Innovations 9. Bringing it Back to Vision/Purpose
Delivery Methods:	In person one to one and group training sessions, goal setting worksheets, exercises, active/empathic listening templates, progress tracking
Format:	This training is offered in person one to one, group, or by Skype/Facetime and can be adapted to partnerships and teams.
Duration/Schedule:	The training is based upon 8 hours of individual and group sessions over a period of 4 to 12 weeks.
Attendees:	1 to 100
Completion Requirements:	Participants are required to complete 8 hours of training plus and additional estimated 6 hours of project homework.
Course Fees:	Course fees are contingent on total number of hours of individual and group trainings, number of participants, and if this training is held alone or in conjunction with other trainings. For example: a complete 6 course series (Emotional Intelligence, Healthy Conflict, Transparent Communication, Collaborative Eco-Systems, Team Building with Purpose, and Creating Trust), with 8 hours of training each and 13 participants costs approximately \$72/participant/hour + GST