

Managing Conflict and Resistance in the Workplace



(Formerly Conflict Resolution)

Course Number:	MTS GI 165	Scheduled Sessions:
Cost Per Person:	\$155/Participating, \$310/Non-Participating	9/20/18
Eligibility:	All	11/6/18
Instructor:	Ann Wright	2/21/19
Length:	8:30 am – 4:30 pm	5/2/19
Certificate Series:	Leadership Development Certificate	
Location:	Des Moines, Hoover State Office Building, Level A	

Overview:

Conflict in an organization is inevitable. If not addressed and managed, conflict can cause significant damage to individuals, teams, and an organization. In this course, managers will explore the four DiSC dimensions and learn a simple, direct way to understand the different fears that drive much of the conflict and resistance they see. Each participant will complete a personal DiSC profile, which will help them understand their own behavior and how and when to adapt their behavior.

Objectives:

- Understand the impact that their conflict style has on other people
- Recognize how employees handle conflict differently than they do
- Be aware of fears and goals of their employees
- Identify and reduce the opposition and resistance of their employees
- Explore ways to improve their communication