DALE CARNEGIE® TRAINING

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Competencies that are addressed:

PRIMARY COMPETENCY CATEGORY:

- **Conflict Resolution—** Creates harmony in stressful interpersonal situations and brings people together who have been separated by their differences.

RELATED COMPETENCY CATEGORIES:

- **Stress Management—** Differentiates between positive and negative stress. Maintains a balance between productive and unproductive attitudes and behaviors.

- **Interpersonal Skills—** Displays a consistent ability to build solid relationships of trust and respect inside and outside the organization.

- **Communication—** Advances the abilities of individuals and the organizations through active listening supported with meaningful oral and written presentation of information.

Conflict as a Growth Opportunity

SUMMARY

Many people avoid conflict because they don't see the important breakthroughs that can occur when issues are brought into the open and resolved. People need to understand and analyze organizational barriers and take action to build trust.

CONTEXT

Most people view conflict as being a less than positive experience we encounter as business professionals. Consequently, individuals tend to not view conflict as an opportunity. You are more apt to view conflict as creating barriers to opportunity.

It is likely that this reaction is rooted in the fact that people and organizations do not have the tools to effectively utilize conflict in a positive way; and to create a culture where people view conflict as an opportunity for personal and organizational growth.

In this module, you will discuss the ways that you can learn, grow, and expand your business skills through your engagement in conflict situations. You will prepare for potential conflict situations, and develop strategies for conflict resolution.

At the completion of this module, participants will be able to:

- Identify ways that conflict inhibits growth

- Eliminate conflict-based barriers to continuous improvement

- Build stronger relationships through successful conflict resolution

- Create an environment of trust and open communication

"There are three principles in a man's being and life, the principle of thought, the principle of speech, and the principle of action. The origin of all conflict between me and my fellow-men is that I do not say what I mean and I don't do what I say."
—Martin Buber