



'Communication and Conflict Resolution'

Participants learn how to build productive work relationships by using effective communication skills and work toward collaboration, and identify conflict triggers and strategies to help avoid or manage a potential conflict. Participants will also discover strategies for working with difficult people and how to better manage responses, especially in stressful situations.

Topics

Communication

- Determining your communication style
- 4 types of communication
- 2 dimensions of communication style
- Communication style strengths and trouble spots
- Interacting with other communication styles
- Assessment: *What's My Communication Style?*

Conflict

- Understanding conflict
- Practicing conflict resolution
- Development planning
- Understanding 10 typical conflict situations
- Assessment: *Conflict Strategies Inventory*

Goals

- Identify the importance of communication skills in building effective work relationships
- Describe the obstacles that impact communication within an organization
- Demonstrate how to effectively send and receive messages to achieve collaboration
- Understand the importance of effective listening
- Use appropriate questioning techniques
- Describe a process for resolving conflict
- Practice resolving conflict situations

Instructor

Rita Revels

2018 dates

- February 20
- May 10
- September 13
- December 6

Class meets 8:30 a.m. to 4:30 p.m.

Participants are on their own for lunch

Fee

Members: \$305 per person

Non-members: \$405 per person

Class includes copyrighted material

Location

Employers Network office; 1004 South Pine Street, Spartanburg

Enroll

Call Employers Network: 585-1007

Custom delivery

This class can be tailored to meet your company's needs. It can be delivered at your facility, or off-site at our office. Please contact Employers Network for more information.

Attendance

Registered participants who fail to attend a class ('no-shows') will be charged full class cost. The 'no-show' fee may not be used as a credit for another UEN class, or other type of event or service. A 'late notice' charge (50% of the class fee) will be charged for cancellations made less than 48 hours before the scheduled class starting time. The 'late notice' charge may not be used as a credit for another UEN class, or other type of event or service.