New Ways to Manage Conflict  
Course Outline

Description:
This course is designed to help provide the necessary insights and relevant skills that can be applied whenever conflict does arise. It will explore conflict as a healthy option to produce positive change which can lead to unity and promote stronger relationships. There is a better way!

Course content:
- Identify assumptions of conflict
- Understand the escalation of disagreement into conflict
- Apply techniques to manage emotions during conflict
- Implement a strategy for negotiation in conflict situations

Participant Benefits:
- Identify preferred style for dealing with conflict
- Reflect on personal experiences
- Use effective problem solving skills
- Define appropriate tactics for dealing with conflict
- Recognize the importance of interpersonal behaviours