

"Resolve Employee Conflict" an intRAtrain® Blended Learning product will be delivered using a proven six-phase performance model that brings learners to performance mastery faster and more effectively than traditional training systems; allowing them to experience a breakthrough in their learning sooner.

The course includes:

- 1. Pre-Knowledge Assessment
- 2. Performance Contracting
- 3. eLearning
- 4. Live Workshop
- 5. Post-Knowledge Assessment
- 6. Reinforcement with access to coach

What others are saying?

"Well presented!"

"My time was well spent."

"Worth my investment."

"It was very informative and I learned for each aspect."

Why Should Employees Attend This Workshop?

85% of employees' experience conflict to some degree. By design, unit/department structure requires compromise, cooperation, and negotiation, and that is simply within the unit! Inevitably, this leads to periodic and often detrimental conflict within the unit. As a leader, the ability to navigate through conflict and communicate to resolve conflict is a core competency. It produces many benefits, including increased productivity, improved cohesion and teamwork, and creative problem solving.

Who would benefit from this workshop?

Ideal participates are **leaders within your organization**, both new and experienced who must manage and resolve conflict. All unit and team leaders, HR, project managers, and employees who are accountable to maximize the efficiency and productivity of a team will find value in this course.

Group Coaching Option: Five (5) forty-five minute group conference call coaching sessions following completion of the workshop training to improve application of learning to each participant's work situation. Participants will be responsible to complete an assignment and apply each coaching session lesson, reporting back to the group what they learned from the experience.





WHEN CAN I ATTEND?