



South Central Public Health Partnership

TRAINING PROFESSIONALS TO PROTECT THE PUBLIC

<http://lms.southcentralpartnership.org/scphp>

Managing Conflict in the Workplace

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Course Description

Conflict management skills are used in all aspects of life. From interpersonal to work situations, all of us need these skills in one way or another. Some of the fundamentals of effective conflict management are intuitive, and some stretch our preferred methods of dealing with others. This course discusses dealing with conflict from a variety of different types of individuals and includes practical applications using a healthcare case study to build fundamental skills in managing conflict in a healthcare setting.

Learning Objectives

- Identify the 6 keys to managing conflict in the workplace.
- List some root causes of workplace conflicts.
- Identify the fundamentals of principled negotiations.
- Describe the four steps for managing workplace conflict.
- List the steps to take when planning for a conversation about conflict.
- State the difference between assertive and aggressive behavior.
- Explain the value of the “long term relationship” in managing workplace conflict.
- Describe how the four style preferences react to conflict.
- Explain the techniques of good listening skills for managing workplace conflict.

Core Competencies for Public Health Professionals **Council on Linkages between Academia and Public Health Practice*

- 3A6: Applies communication and group dynamic strategies in interactions with individuals and groups
- 7A10: Applies basic human relations skills to internal collaborations, motivation of colleagues, and resolution of conflicts

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