



JDA

Driving Performance, Sustaining Results

Managing Conflict

There are times when managers experience a simple discussion suddenly turning into a heated argument that ends abruptly. Conflict erupts when two sides suddenly find themselves miles apart, taking extreme positions and unwilling to compromise their points of view. The questions most people ask are: "How do I know when I'm in conflict?", "What can I do to avoid it?" and "How do I manage this issue productively?" In this module participants will develop an understanding of what conflict is, how to deal with it and how to develop alternative, win-win solutions.

Learning Objectives

Upon completion of this training, participants will be able to:

- Utilize a methodology for confining conflict to its least destructive forms and for resolving it as constructively as possible.
- Define the nature of conflict and its sources.
- Identify how they manage conflict and how they compare to other managers.
- Strategize on how to manage conflict.
- Collaborate as a process for dealing with conflict.
- Suggest new options, while in conflict, that may satisfy the needs of both parties.
- Encourage others in the department or on the team to communicate directly with each other to resolve conflicts.
- Utilize a meeting model for reducing conflict.

About Us

Since 1989, JDA has focused on improving the performance of the world's top companies. The company's services span skills-based training, talent management, executive coaching and organizational alignment. Through JDA's expertise and unique "Performance-Sustaining" process, the company creates more than change—it enables long-term shifts in individuals, teams and performance levels.

Working with business leaders such as Deutsche Bank, Morgan Stanley, Kroger, Kraft, UBS and Roche Pharmaceuticals, JDA has enabled measurable, sustainable improvements to performance across many sectors and success metrics including productivity, communication, morale and sales. For more information, please visit: www.jdainternational.com.