



South Central Public Health Partnership
TRAINING PROFESSIONALS TO PROTECT THE PUBLIC

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How to Manage Conflict So It Doesn't Manage You

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Course Description

This course describes essential strategies to improve effectiveness when dealing with all types of interpersonal and group conflicts that may be experienced with co-workers, bosses, and employees in the workplace. With the right strategies, even conflict-avoiders and in-your-face confrontational types will learn ways to increase their chances of achieving win-win outcomes, while improving interpersonal communication in the process.

Learning Objectives

- Identify the benefits of adopting a “conflict manager’s mindset”
- Identify the five predominant styles of conflict management and the situations when each is most appropriate
- Apply strategies to neutralize your own emotions as well as those of others
- Utilize the four-step conflict resolution process to achieve better outcomes to most simple conflicts
- Deal more effectively with complex or difficult conflicts through the use of seven “turnaround strategies”
- Understand the effects of turf battles on the functioning of state health departments
- Apply structural and interpersonal strategies to identify and resolve turf problems within the department
- Describe the three types of integrated effort that are more likely to be achieved when turf issues have been resolved

Preparedness & Response Core Competencies **Public Health Preparedness & Response Core Competency Model*

- 1.2: Manage behaviors associated with emotional responses in self and others.
- 1.3: Facilitate collaboration with internal and external emergency response partners.

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