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1 What Are Conflict Management Skills? The aim for professionals in the workplace should not be to avoid conflict, but to resolve it in an effective manner.

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Resolving Conflict: Understanding the Five Conflict Styles ...Identify a conflict situation that you directly or indirectly experienced that

affected others in the workplace. Explain what may have caused the conflict, describe the stages in the development of the conflict and briefly explain the effects of the conflict on the performance of the team and individuals at work. Minimise and resolve conflict

Understanding Conflict Management in the WorkplaceConflict management is the process of limiting the negative aspects of conflict while increasing the positive aspects of conflict. The aim of conflict management is to enhance learning and group outcomes, including effectiveness or performance in an organizational setting. Properly managed conflict can improve group outcomes.

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manner at that).

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Conflict Management is an important aspect of communication, this session will explore diversity in conflict modes and engage each other in how we, as a group, can facilitate effective communication by having greater understanding of how we manage conflict individually and as a group.

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