

Building Strong Teams by Managing Conflict

This workshop focuses on the skills employees need to work effectively as a team when issues occur and the skills needed to prevent healthy disagreements from becoming destructive conflicts. During the workshop, we'll discuss the nature of conflict, healthy and unhealthy conflict, typical approaches to conflict resolution, skills for resolving conflicts effectively, and skills for helping others resolve conflict. We'll practice ways to resolve issues before they become disruptive conflicts and ways to deal with issues objectively. The focus will be on working collaboratively with others, on resolving issues before they become personal, and learning ways to avoid the schisms that can occur when conflicts aren't resolved.

Unless otherwise noted, all classes will be held at CAPS, 32 College Street, Montpelier	
Location:	CAPS
Time:	9:00 – 4:00
Cost:	\$110.00
Course Code:	040113
Session Code:	Date specific: See Electives calendar for session code
Instructor:	Greg Hessel
Registration Deadline:	5 business days in advance of the course

Meet the Instructor: [Greg Hessel](#)
<http://www.regenerationresources.org/>