

Building Collaboration and Managing Conflict

Higher achievement, deeper commitment, sharper solutions -- all payoffs of superior teamwork! Competence in handling the complexities of teamwork in just the right way takes the know-how and practice this module provides. It's a sure bet team members with different backgrounds, interests, and personalities will bring different viewpoints to the table. It's also a sure bet that those viewpoints can create stress and conflict. You'll learn how to skyrocket the effectiveness of a team and minimize unproductive conflict.

Learning Objectives:

- Explain the value of diversity of thought and expertise in team innovation.
- Decide which of five decision-making options will garner the best results for a situation.
- Categorize the characteristics in each stage of team development.
- Identify the four components of MRA's Team Effectiveness Model.
- Assess the strengths of your team and the opportunities for improvement.
- Explore best practices for keeping remote employees productive and engaged.
- Employ strategies for building consensus on your team.
- Identify the warning signs and prepare to handle problems such as violence and substance abuse.
- Contrast characteristics that distinguish unproductive from productive conflict.
- Compare the five responses to conflict and determine situations to use each.
- Demonstrate a six-step process for managing and resolving conflict respectfully.
- Apply strategies for dealing with disruptive and difficult people.



CEUs:

1.4 (14 hours)

HRCI Credits:

14 HR (General)

SHRM:

14 PDCs

Learning Options:

- Classroom training
- At your location

Who Should Attend:

- New and experienced supervisors, managers, and professionals as well as for individuals with management potential looking for in-depth strategies with practical application.

Learn. Grow. Succeed.

Delivery options include learning at MRA, at your location, or online. Contact MRA to explore how this program may be customized to your unique individual and team training needs.



www.mranet.org

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MRA
Where HR Means Business.

Course Outline

- ◆ Develop teamwork skills and a collaborative mindset
- ◆ Recognize the value of diversity of thought and expertise in team innovation
- ◆ Evaluate the Team Effectiveness Model, the stages of team development, and the range of influence you may have as a leader
- ◆ Deal with the challenges of leading remote and/or isolated employees
- ◆ Practice building consensus and other problem-solving techniques for teams
- ◆ Analyze causes of conflict in the workplace and different approaches to resolve it
- ◆ Identify how to communicate with difficult people
- ◆ Review violence in the workplace and how to avoid it

“ I will definitely apply what I learned in this class!
Conflict is everywhere, and now I have great tools to manage it. ”



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