

# Purposeful Leadership

## Handling Conflict Constructively

Create an atmosphere where differences are seen as a blessing. Develop new attitudes that help people see “difficult people” as opportunities, rather than “bad people”. Recognize differences in the motivations, fears, and needs of other people. This session will teach you how to resolve conflicts without destroying morale or relationships. Discover how to reach the mutually beneficial solutions in difficult situations. Learn how to appropriately apply the five styles of conflict management with co-workers, students, and family.

### **PURPOSE:**

Reach mutually beneficial agreements.

### **LEARNING OBJECTIVES:**

- To know yourself and your tendencies in conflict situations.
- To assess conflict situations and apply appropriate strategies.
- To gain the necessary skills for reaching resolutions in difficult situations while controlling emotions.