

## Resolving Interpersonal Conflict

Teams experience conflict. It is expected and normal! However, the word conflict has a negative connotation for many people. If properly understood and managed, interpersonal conflict may have constructive and positive outcomes for you and your team.

Join us for this half-day workshop to learn how to turn conflict into an opportunity to strengthen your relationships. You'll determine your typical conflict resolution style by completing the Thomas-Kilmann Conflict Mode Instrument.

### Learning Objectives:

- Differentiate between constructive and destructive conflict.
- Describe the 5 most commonly used conflict resolution styles.
- Determine your typical conflict resolution style by completing the Thomas-Kilmann Conflict Mode Instrument (TKI).
- Identify the characteristics of an interest-based approach to conflict resolution.
- Describe how to adopt an interest-based approach to resolving conflict.

### Facilitator:

Gerard Murphy, Barefoot Facilitation Inc.

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