



Managing Disagreement 1 Session –

3 Hours of Interactive Training

Most of go out of our way to avoid disagreements, let alone try to manage them. Yet effectively managing disagreement can be one of the most important supervisory and managerial skills. In the Managing Disagreement training program from LearnKey users can take a sophisticated assessment of their own conflict management style, learn the nine ways to approach and deal with disagreement, and see examples of each of these styles illustrated in dramatic vignettes. Managing Disagreement can help turn confrontation and conflict into an orderly, positive process of reconciliation.

About The Author

This training program was produced by **LearnKey** content partner **1 Minute Learning**. 1 Minute Learning maintains relationships with an impressive list of publishers with content covering a wide variety of subject matter areas. 1 Minute Learning also has relationships with a host of subject matter experts who are distinguished authors, trainers, consultants and educators.

Session 1

Section A: Understanding Conflict Management

- Self-Assessment
- Objectives
- Conflicts & Disagreements
- MOD!
- Assessment

Section B: The Nine Styles

- Introduction
- Firm Styles
- Listen Up!
- Neutral Styles
- Listen Up!
- Flexible Styles
- Assessment

Section C: Steps for Managing Disagreement

- Explore
- Say What?
- Plan & Prepare
- Say What?
- Implement
- Summary
- Assessment

