TEMPE LEARNING CENTER

LDPI: CONFLICT MANAGEMENT

This session focuses on the skills necessary to effectively manage conflict. Facilitators cover how to cope with common pitfalls in conflict and provide insight into the physiology of conflict.

The facilitators will also demonstrate how to use the knowledge of Team Colors and temperaments to avoid unnecessary conflict, and more effectively manage conflicts that do occur.

DATES:
WEDNESSDAY
JANUARY 30, 2013
TUESDAY
APRIL 23, 2013

TIME:
8 AM TO NOON

LOCATION:
TLC CLASSROOM
3500 S. RURAL RD
(LOWER LEVEL OF THE TEMPE PUBLIC LIBRARY)

SESSION OVERVIEW:

- Define the word conflict and how it relates to the work environment.
- Name and define Four Types of Conflict.
- Complete the Thomas-Kilmann Conflict Mode Instrument and be able to name five conflict styles from the Instrument.
- Recognize there are specific tools for reducing the physiological responses caused by conflict.
- Recognize when to use each of the five conflict-handling modes based on the circumstances and the situation.

SELF-REGISTER via PeopleSoft ELM

1. Login to PeopleSoft **ELM** on the desktop, or in the **Tempe** folder in **Favorites** of Internet Explorer.
2. Click on the **Self Service** hyperlink in the menu screen.
3. Click on the **Learning** hyperlink.
4. Click on the **Search Catalog h**yperlink.
5. Stay on the Activities tab. **Type** in "LDP".
6. Click on the **Search Activities** button.
7. Review search results and click on the desired **Activity** to enroll and view additional information. Review class details and ensure correct class.
8. Click on the **Enroll** button. Review the information and note the **Location.**
9. Click on the **Submit Enrollment** button to complete.
10. Supervisor approves class.

QUESTIONS? CONTACT:

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