

## **L21 Conflict Resolution – SV4428**

From Leadership for the 21<sup>st</sup> Century

Description:

Most people think of conflict as a type of interaction with a negative emotional charge. Although it may appear to be triggered by a simple, straightforward issue, more often than not, conflict exists because some core element of trust, beliefs, authority, or passion is being challenged.

Course Content:

- Summary of Your MBTI Results.
- Your Conflict Style Profile.
- MBTI Type and Conflict Pairs.
- Understanding Others in Conflict.
- The Conflict Management Model
- Developing Your Conflict Management Style.
- Tips for Dealing with Other Conflict Styles.