



Conflict Resolution in the Workplace
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FACT: Conflicts will arise in the vast majority of business and personal relationships.




Why do Conflicts Arise?



What can Unresolved Conflicts lead to?



What are the Benefits of Resolved Conflicts?




Five Major Types of Responses to Conflict

- Competing
- Collaborating
- Compromising
- Avoiding
- Accommodating

SkillSoft Training - Workplace Conflict: Recognizing and Responding to Conflict



Examples: How Would You Respond?



Reference List

"Workplace Conflict: Recognizing and Responding to Conflict."
SkillSoft Training. 2 Feb. 2011. Web.
<http://www.skillssoft.com/catalog/detail.asp?CourseCode=comm_22_a01_bs_enus_000000>

