

*Webinar on*

# **Resolving Workplace Conflict**

# Learning Objectives

*Explore new ways to interview and investigate, discover alternative methods to handle disputes, recognize which types of intervention to use in which kind of situation and identify the differences in the major types of alternative dispute resolution.*

This course going to explore some of the multiple reasons for conflict and look at appropriate interventions and solutions to solve them.

**PRESENTED BY:**

*ArLyne Diamond, Ph.D. is an internationally recognized Leadership, Management, Professional Development, and Organizational Development (O-D) consultant specializing in people and processes in the workplace. Multifaceted, Dr. Diamond has extensive experience in a wide range of disciplines (business, education, management, marketing, business ownership, psychology – and some economics and law as well).*

On-Demand Webinar

Duration : 60 Minutes

Price: \$200

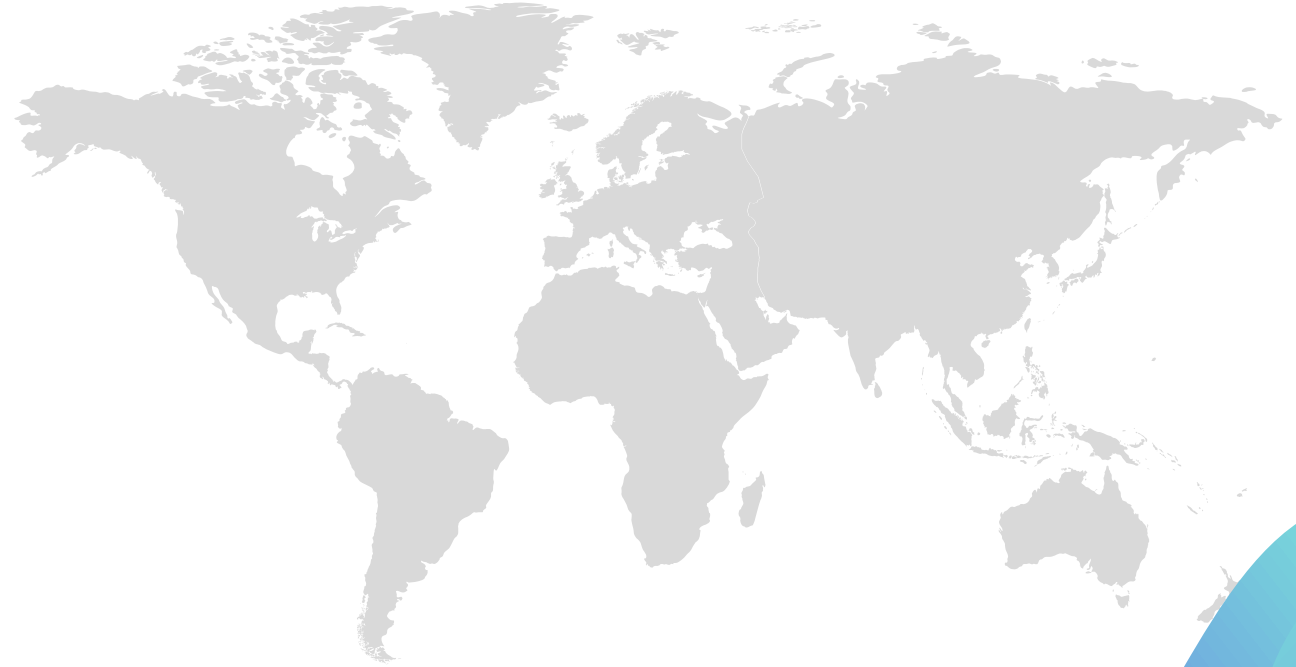
# Webinar Description

Whether people sit and work side by side or have to collaborate from thousands of miles away, there will be misunderstandings, hurt feelings and conflict. In this course we are going to explore some of the multiple reasons for conflict and look at appropriate interventions and solutions to solve them. Some conflict is simple to resolve, just some understanding of the impact your behaviour has on other. Others stem from values differences, differences in style and unfortunately conflict based on really inappropriate behaviour. My personal bias is to use mediation wherever possible – and we will spend time learning about this process. We will also explore interviewing and investigation techniques as well as alternative dispute resolution including arbitration, conciliation and mediation.



# Who Should Attend ?

*Anyone interested in learning strategies  
to reduce conflict*



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