

RESOLVING AND TRANSFORMING WORKPLACE CONFLICT

Transform disruptive disagreements into productive action.

Workplace conflict is inevitable. Handled well, that disagreement turns into “productive friction”—an opportunity for enhanced creativity, strong morale, nimble action and smart decisions. When avoided or managed poorly, conflict can create opposing factions, low morale, disrupted action and half-baked decisions.

With this course, you’ll develop savvy and learn skills to resolve disruptive conflicts and transform them into positive, productive action. You’ll gain a better understanding of disagreement and conflict in all directions—downward, across and upward—within your organization. You’ll gain insight into how cognitive mindsets drive our words and actions and how those actions aid or impede how we handle conflict.

TOPICS

- Understanding and leveraging your unique conflict style
- Prioritizing resolution strategies
- Developing a framework and set of tools for constructive engagement



4 sessions

May 4, 11, 18, 25, 2023
8:30 to 11:00 a.m. CT

\$2,985
course cost

3 | program units

“The virtual format, spread out over four weeks, enables a deeper, more personal dive into the material, and allows me to bring in content and exercises I had wanted to include in the in-person course but couldn’t due to the absence of gaps for reflection, assimilation, application and feedback.”

—Paul Paese, PhD, course instructor



Synchronous learning
10 hours of group sessions

Asynchronous learning
2 hours of pre-activities work
12 hours of intersession work
2 hours of post-activities

SUPERIOR ONLINE LEARNING

The Resolving and Transforming Workplace Conflict course was specially created to be a digital learning experience. This virtual format, designed to take place over four weeks, is especially conducive to the learn/reflect/discuss/practice learning process. Asynchronous activities where you learn and reflect are balanced with synchronous group engagement to discuss material and practice skills.

Synchronous learning: Joining in real-time Zoom discussions with the instructor and your classmates

Asynchronous learning: Reading course materials, watching videos and interviews, completing pre-work and intercession activities, putting your thoughts and reflections in writing

By the end of the four sessions, you'll have developed a comfort level with conflict, the skills to turn roadblocks into opportunities and the ability to collaborate to come up with effective solutions.

LEARNING OUTCOMES

- Develop a proactive mindset for noticing and addressing relevant conflicts
- Utilize a flexible repertoire of productive actions
- Practice opportunities that enhance transfer back to the workplace



Paul Paese, PhD
Adjunct Professor/Course Instructor

Paul Paese is the founder and president of Paese Management Consulting, a consulting practice dedicated to helping clients improve their leadership and business results through better communication, greater consensus-building and conflict-resolving ability, and stronger interpersonal skills. PMC's clients include leaders and teams from Fortune 500 companies, medium and small businesses, and various educational institutions. Paese has a PhD in psychology from the University of Illinois at Urbana-Champaign and was formerly professor and director of the doctoral program in industrial/organizational psychology at the University of Missouri-St. Louis. He is a certified mediator and a recipient of both the Missouri Governor's Award for Excellence in Teaching and the Adjunct Faculty Award for Outstanding Teaching at Olin Business School.



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