



MANAGING CONFLICT FROM A DISTANCE

Today's organizations continually strive to enhance their competitiveness by encouraging collaboration between individuals across the globe. Virtual teams are designed to promote innovation and maximize organizational effectiveness. However, as the geographic distance between team members increases, the potential for misunderstandings increase. When team members are not co-located, differences that interfere with work can appear more frequently and be more difficult to resolve. In addition, conflicts can take longer to detect in a virtual setting, which can damage individual and team performance. This program provides useful guidelines to effectively manage conflict in a virtual environment.

PROGRAM OBJECTIVES:

- Identify your primary style for handling conflict and learn how to use other styles effectively
- Understand the challenges of managing conflict in a virtual setting
- Analyze conflict situations to develop an appropriate conflict-management strategy when working in a virtual environment

AGENDA:

- Positive and negative effects of conflict
- The five conflict management styles
- Self-Assessment: Your primary style for managing conflict
- Developing style flexibility: Choosing the appropriate conflict management style
- Seven step process for managing conflict productively in a virtual setting