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Course 213: Conflict Management

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Course Description:

This course presents specific methods for reaching collaborative solutions and minimizing negative aspects of conflict while maximizing benefits of resolving conflict. During this course, participants will learn how effective conflict management can open doors to healthier workplace relationships and more productive working relationships with both property owners as well as the general public.

Course Level:

Core

Course Tuition Includes:

Participant Manual

Topics:

- What is conflict?
- Nature and consequences of conflict
- The two consequences of conflict
- How to identify “crazy-makers”
- Seven common outcomes of “usual conflict”
- How processes and outcomes separate constructive from destructive controversies
- Why conflict is natural
- Determine your own conflict style — self examination
- Coping with criticism
- Managing interpersonal conflict
- Communication climate: key to conflict management

Recommended Materials:

Successful Communication and Negotiation Textbook (separate purchase; available through IRWA’s Publication Store)

Who Should Take This Course:

This course is designed for right of way professionals and individuals who want to better manage their roles in interpersonal conflict and to develop better relationships.

