

Avoid Conflict Before It Starts

GoSkills online course syllabus

Skill level

Beginner

Lessons

12

Pre-requisites

No prior experience needed

Video duration

20m

Estimated study time

20m 32s

Instructor

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Introduction

1

Build a positive work culture through conflict prevention

Addressing potential issues early is essential for maintaining a positive work environment, enhancing productivity, and fostering stronger relationships.

Cultivate Effective Communication and Collaboration

2

Set clear expectations and align team goals

Clear expectations and aligned goals prevent confusion and frustration, minimizing the chances of conflict within teams.

3

Foster open and transparent communication

Open and transparent communication helps to build trust and prevent miscommunications that can escalate into conflict.

4

Build strong collaborative relationships

Strong collaboration reduces the likelihood of conflict by creating an atmosphere of mutual respect and understanding.

5

Manage tension with de-escalation techniques

When tension arises, managing it effectively is crucial to prevent conflict from escalating.

Spot Early Signs of Conflict in the Workplace

6

Recognize verbal and nonverbal conflict cues

Recognizing both verbal and nonverbal signs of conflict early is essential to preventing misunderstandings that could escalate into more significant issues.

7

Identify unmet needs and expectations causing conflict

Unmet needs and unclear expectations are often the root causes of workplace disagreements.

8

Track emotional responses to prevent conflict

Emotions play a significant role in conflict, and recognizing early emotional responses can help avoid unnecessary escalation.

Implement Preventative Strategies for Ongoing Team Harmony

9

Create a conflict prevention plan

Having a proactive conflict prevention plan is essential for maintaining a positive and productive work environment.

10

Maintain balance with regular employee check-ins

Regular check-ins with employees provide an opportunity to address concerns early.

11

Keep civility in the workplace

Consistently demonstrating civility fosters a respectful and productive work environment, regardless of challenges or disagreements.

Conclusion

12

Promote workplace harmony through conflict prevention

Thank you for watching this course!

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