

# EAC Training

## OUTLINE

- Topic:** **Managing Conflict**
- Description:** The Managing Conflict program is designed to help employees develop useful strategies to address conflict in the workplace. The participants will review case studies of conflict and apply the TKI Model of conflict resolution. The session includes exercises which use the “Win-Win, Win-Lose” approach and applies that concept to various situations. The participants come away with an understanding of conflict identification, conflict confrontation and resolution.
- Equipment:** Handouts  
Flip Chart/White Board
- Room Arrangement:** The optimal set-up for this training is seating that allows participants to break into smaller group (3 to 5 participants per group) for discussions centering on common symptoms and strategies to alleviate these symptoms.
- Number of People:** This training is best facilitated with a range of 15 to 25 participants
- Time:** One Hour
- Delivered by:** Ron Scott M.A.  
Director of Business Development and Training  
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