

Title: Dealing With Conflict

Production Company: CRM Learning

Reorder Information: www.crmlearning.com or 1-800-421-0833

Length: 20 Minutes

Synopsis:

- Shows five key positions people take when in conflict
- Presents collaboration as the best way to control and resolve conflicts

This film teaches people how to control conflict before it takes control of them- resulting in a healthier work environment, more productivity and higher quality. While the skills and insights presented here will enhance management's ability to resolve conflicts, they are for all employees- enabling everyone to work through conflicts with less dependence on supervisors.

Three scenarios in personal and work settings dramatize the five positions taken by most people during conflict: Avoiding, Accommodating, Competing, Compromising and Collaborating. Viewers learn how these positions lead to destructive or constructive results. Skills for mutually beneficial outcomes will definitely be remembered.