

Title: Everybody Wins: How to Turn Conflict into Collaboration

Production Company: VisionPoint

Reorder Information:

VisionPoint
1985 NW 94th Street Suite C
Des Moines, IA 50325
1-800-300-8880

Length: VHS (19 minutes)

Synopsis:

Material Included:

- VHS (19 minutes)
- Facilitator's Guide
- Participant Workbook
- Self-Study Workbook

The 89-page Facilitator's Guide provides a background to the program, the benefits of the program, what the employee will know and experience from the program, what to know before the session, how to conduct the session, a resource section, and several other key notes about the program. The 21-page Participant Workbook includes a pre-work case study for managers and for all employees with follow-up questions, exercises involving causes of conflict, dealing with our attitudes and emotions, and scenarios for practicing resolving conflicts. Also included is a 37-page Self-Study Workbook.

This training program enables employees to learn how to recognize the three most common conflict situations encountered in the workplace:

- Peer-to-Peer Conflict
- Work-Team Conflict
- Manager-to-Employee Conflict

The video discusses how these conflicts may be resolved in three easy steps. From the video, employees will learn why conflict occurs in the workplace, learn to change their perspective of conflict, identify the three most common conflict situations, learn the five ways individuals deal with conflict, learn how to apply techniques from the video to a conflict situation in their own lives, and will learn how to take personal responsibility for dealing with conflict. As a result, productivity can be improved by spending less time on such conflicts and more time collaborating.