



CONFLICT AND DIFFICULT WORKPLACE

BEHAVIORS

Learn to quickly recognize the signs of escalating conflict, and take appropriate action to minimize negative impact. Recognize the five most common conflict resolution styles and when to use them. Apply communication skills to handle conflict situations and difficult behaviors. Practice a conflict resolution model.



Our interactive classes are led by an expert facilitator. After attending, participants will receive a completion award.

Location: Live interactive classes via Zoom

When: October 27 & 28
8:30-10:30 a.m.

Investment: \$109/participant

For more information:

training@clackamas.edu

www.clackamas.edu/customized-training

For accommodations, contact the Disability Resource Center at 503-594-6357 • drc@clackamas.edu

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