

FREE
VIRTUAL TRAINING
for Solano Co. Employers!

CONFLICT MANAGEMENT:

Fierce & Crucial Conversations

Virtual Training



Workplace conflict haunts organizations every day—it leads to lost productivity, diminished morale, and decreased performance.

This training will focus on developing skills, such as active listening non-judgmental questioning, and how to have open and honest communication. Employees will be given the tools to help them successfully resolve conflict situations and avoid future ones.

Topics Covered:

- How to assess a challenging situation and appropriate strategy
- Understand the elements of effective communication
- Utilize a 5-step process for dealing with difficult people
- Recognize the negative impacts of conflict
- Navigating through tough conversations with employees
- Conflict resolution across department team members
- Understanding and displaying empathy



Made possible by funding from Solano County

Thursday, May 16, 2024

12:00 - 1:00 PM

Free Virtual Training for Solano County Employers!

Register Now!

Register with your phone by scanning the QR Code →



WORKFORCE DEVELOPMENT BOARD
OF SOLANO COUNTY



NORTHERN CA NETWORK

SMALL BUSINESS DEVELOPMENT CENTER

SOLANO-NAPA



California Employers Association
employers.org

The WDB is an EO/AA/ADA Employer/Program. TDD Relay #1-800-735-2922. Auxiliary Aids and Services are available upon sufficient notice to individuals with disabilities.