

Navigating Workplace Conflict

People Problems and Solutions

LIVE VIRTUAL

Sept. 27 – Oct. 1, 2021

\$6,150*

There is a science to transforming conflict into collaboration. As the business world becomes more complex, a collaborative culture is essential within all types of institutions from small businesses to global organizations. As change becomes a bigger constant, there will inevitably be disagreement on how to move forward. However, these changes present growth opportunity.

In this highly interactive program, you will learn to use the fundamental structure of conflict management to move from conflict to collaboration, acting either as a party in a conflict or as a third-party facilitator. You will learn how to defuse anger, repair broken trust and rebuild stressed relationships with peers, subordinates, superiors, clients and customers. You will learn how to leverage the challenges of a diverse workgroup into opportunities that incubate creativity. Participants will engage in realistic conflict simulations that challenge them to manage emotions, agendas and personalities to achieve organizational success.

“This program was very interactive. It gave me access to a great network of professionals, while enforcing key theories to help navigate conflict in the workplace. As you prepare to manage complex projects and identify tools to help the process, it is imperative you think about the ‘personal’ tools you may need to access to be an effective leader.”

DIRECTOR, CHICAGO HOUSING AUTHORITY

Key Benefits

- Learn conflict management strategies to transform conflict into collaboration
- Understand the fundamental structure of conflict
- De-escalate conflict as an involved party or as a third-party facilitator (superior or peer)
- Recognize your personal conflict style
- Manage angry clients
- Resolve potentially destructive, emotionally charged disputes

Who Should Attend

- Seasoned professionals who want to improve their conflict management skills
- Sales and marketing managers, merger and acquisition professionals, entrepreneurs, purchasing managers and human resource professionals
- Government administrators and administrators of nonprofit organizations
- Managers coordinating across functions, businesses or cultures
- Family businesses
- Team leaders

Learn more and apply: kell.gg/kxnwc

*Dates and program fees are subject to change.

Program Content

Negotiating With Colleagues and Business Partners

- Understand Interests — the reasons why people are in conflict
- Understand Rights — the reasons why people think they should prevail
- Understand Power — the assets people have to impose their will on others

Multi-Party Negotiation Across Silos and Business Units

- Leverage interests, rights and power to transform conflict into collaboration
- Learn how to define mutually beneficial goals
- Engage diverse groups and teams
- Defuse anger, develop trust and build relationships

Managing Negative Emotions

- Analyze your own reaction to anger in the workplace
- Learn productive ways to direct negative emotions
- Distinguish between anger as a tactic and anger as frustration
- Learn how to turn negative emotions into collaboration
- Learn constructive ways to address emotions

Addressing Diversity and Conflict

- Understand power, gender and ethics
- Acknowledge personalities
- Discover how to motivate parties

Leading Third Parties, Peers and Superiors in Dispute Resolution

- Learn the skills of effective third parties in conflict management
- Learn to use a third party to help you manage conflict and help you identify mutual interests
- Recognize that third parties in organizations are not neutral and have power

* Special Feature *

- Faculty-authored books
- Live simulations of workplace conflict scenarios
- Post-program: Videos and templates you can use with your team and in your organization to optimally manage conflict

The Faculty

Faculty members for this program have earned the global respect of practitioners and academics alike. They are researchers and thought leaders who continue to define their discipline, prolific authors of books and scholarly articles, in-demand consultants and highly engaging and effective teachers.

Lauren Rivera

Academic Director; Associate Professor of Management & Organizations; Associate Professor of Sociology, Weinberg College of Arts & Sciences (Courtesy)

Leigh Thompson

Academic Director; J. Jay Gerber Professor of Dispute Resolution and Organizations; Director, Kellogg Team and Group Research Center (KTAG)

Jeanne Brett

DeWitt W. Buchanan, Jr., Professor of Dispute Resolution and Organizations; Professor of Management & Organizations
Please note: Faculty is subject to change.

Kellogg Executive Education

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Consult with an Advisor:
execed@kellogg.northwestern.edu 847.467.6018

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ACADEMIC DIRECTORS: Lauren Rivera and Leigh Thompson

TOPIC OVERVIEW — LIVE VIRTUAL FORMAT

This live virtual program will be offered in half day sessions and will include regular breaks and significant interaction with faculty and other participants. All times are Central Time.

	DAY 1: Monday	DAY 2: Tuesday	DAY 3: Wednesday	DAY 4: Thursday	DAY 5: Friday
Early Morning	9:00am – 10:00am CT Program Opening 10:00am – 11:15am CT Negotiating with Colleagues and Partners: Prepare/Negotiate Thompson	9:00am – 12:30pm CT Intergroup Dynamics Rivera	9:00am – 12:30pm CT Interests, Rights and Power Brett	9:00am – 11:00am CT Multiparty Negotiation Across Silos and Business Units: Prepare within Functional Groups/ Cross-Functional Negotiations Thompson	9:00am – 1:00pm CT Diversity and Conflict in the Workplace Rivera
Late Morning/ Early Afternoon	11:45am – 1:00pm CT Negotiating with Colleagues and Partners: Discuss/Wrap Up Thompson	9:00am – 12:30pm CT Intergroup Dynamics (contd.) Rivera	9:00am – 12:30pm CT Interests, Rights and Power (contd.) Brett	11:30am – 1:00pm CT Multiparty Negotiation Across Silos and Business Units: Discuss Thompson	9:00am – 1:00pm CT Diversity and Conflict in the Workplace (contd.) Program Close Rivera

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