

Conflict Management

Growth Through Learning

In today's competitive and dynamic healthcare climate, it is critical to develop leadership skills to help team members reach their full potential. Our goal at Philips Healthcare is to train tomorrow's healthcare leaders today and provide support across all levels of the healthcare continuum.

Philips Leadership Excellence - PLE118

Effective conflict management is an essential skill for every leader and emerging leader. Where healthy conflict exists, both company culture and competitive advantage can thrive.

Learning to surface issues within your workplace and successfully manage conflict with direct reports, colleagues, or supervisors where emotions may tend to run high is crucial for achieving a positive outcome. This program helps to master the skills needed to assess, understand, and work through the issues from all sides. Participants explore different conflict resolution styles, and learn to implement an easy problem-solving approach to find workable solutions that strengthen relationships and results.

Conflict Management(PLE118)



Course objectives.

Upon completion of this course, the participant will increase their ability to:

- Become more aware of their own conflict style
- Recognize the conflict styles of employees in order to respond in the most effective way
- Assess work-related conflict situations and apply an effective conflict mode to resolve the conflict
- Practice using different conflict modes
- Develop skills to effectively manage conflict in the workplace

Participants Receive

- Coaching throughout the session
- Written and verbal evaluation of strengths/areas for improvement
- A workbook/reference manual

Faculty

Training Edge Facilitator
Philips clinical service specialist

Locations

Course may be held in Philips central locations in Alpharetta, Georgia; Bothell, Washington; and Cleveland, Ohio. Other locations may be offered.



For more information

Contact a Philips ultrasound clinical services coordinator at 800-522-7022 and visit our education catalog at www.learningconnection.philips.com/ultrasound

