

12.11: Introduction to Conflict at Work

What you'll learn to do: Identify conflicts that affect work relationships

Unfortunately, conflict occurs wherever people interact, both at home and at work. If employees don't get along with one another or their employers, there's very little motivation to do good work. Learning how to identify and navigate conflict is an important life skill that will prove to be extremely helpful, especially in the workplace. Professionally managing conflict will help to foster healthy working environments and create strong working relationships amongst coworkers and managers alike.

This section will discuss the impact of workplace conflict and explore healthy ways to implement conflict resolution strategies and techniques. It will also explore the concept of emotional intelligence and the role it can play in the workplace.

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