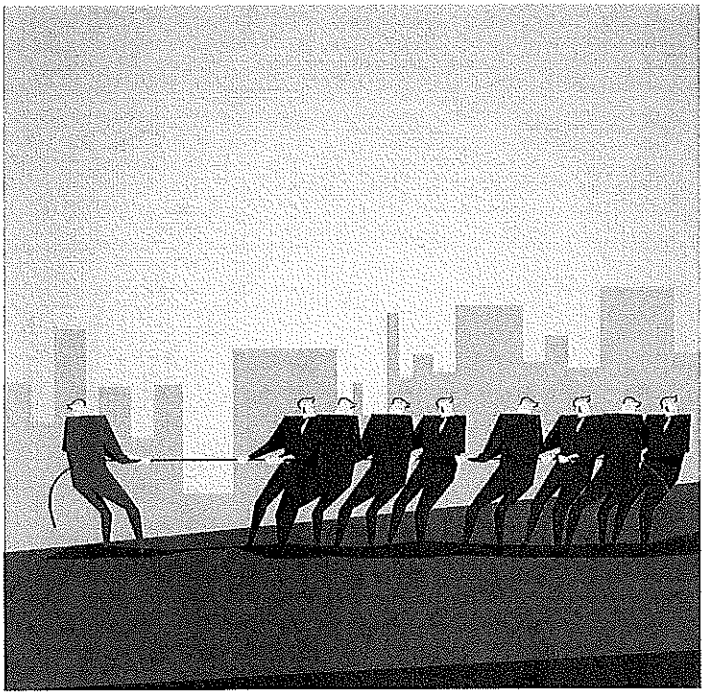
IREM LED CONFLICT MANAGEMENT

Leadership Development for Real Estate Management Professionals

AN IREM® SEMINAR

Don't fear conflict! Learn how properly managed conflicts can lead to greater **innovation**, **performance** and improve your **team unity**.



Seminar Topics:

- Finding the value in conflict
- Strategies and tactics to manage conflict positively
- Handling difficult people
- The do's and don'ts of conflict management

Conflict Management Seminar – HRS202

SUGGESTED OUTLINE

For 1-Hour Seminar	For 2-Hour Seminar	For 3-Hour Seminar	Topic
10 Minutes	10 Minutes	10 Minutes	• Welcome and Introduction (can also introduce participants) • Review Agenda
10 Minutes	15 Minutes	20 Minutes	• Define Conflict o Problems & Benefits of Conflict o How We Mismanage Conflict
15 Minutes	45 Minutes	75 Minutes	• 5 Basic Conflict Styles o When to Use Each Style o (Add Activity: Conflict Management Styles Assessment for 2 or 3 Hour program) o (Add Activity: Recognizing Conflict Styles for 3 Hour Program)
10 Minutes	20 Minutes	35 Minutes	• Conflict Tactics o When to Use Each Style o (Add break-out discussions for 2-3 hour programs)
10 Minutes	25 Minutes	30 Minutes	• Development Ideas o Do's and Don'ts o Development Tactics o Activity: Action Planning (For 2-3 hour program extend time for in-seminar completion of plan and debrief)
5 Minutes	5 Minutes	10 Minutes	• Questions • Final Thoughts and Comments • Exam (Optional)