

Conflict Management: How to Prevent, Contain, and Resolve

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Conflict doesn't have to be a bad thing. Many creative solutions have been a result of differing opinions. If a team agrees 100% of the time, then someone is hiding something. This session introduces the signs and effects of conflict and presents strategies on how to turn what may feel like a negative situation, into a neutral (or possibly a positive) situation. Participants will be exposed to the Third Side concept of conflict resolution and the different roles and contributions parties bring to the situation. The Third Side is an outcome of the Global Negotiation Project at Harvard University.

