

## **Managing Conflict and Maintaining Effective Relationships**

**Faculty:** Timothy Keogh, PhD

Working together with others can be challenging – even when everything is going well. Learn how your own communication styles and the styles of others can still be a source of discord, and how to improve those relationships toward higher productivity and collaboration.

Themes for managing conflict

The onset and duration of emotions

How the preferred pace of the behavioral styles can lead to conflict

Choices for coping with conflict

Shifting styles under stress

Levels of listening