Managing Conflict

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Most of us strive to avoid conflict in our lives, but as managers or advisors we often find ourselves in contentious situations. Conflict can arise when working with parents, colleagues, employees and students, and around issues ranging from admission to course selection to office politics and beyond.

Without resolution, conflict can cause stress and make our work more difficult to accomplish. In this session, we will take a look at some advising theory related to, and specific strategies for dealing with, conflict, including the use of conflict resolution techniques that will allow us to embrace conflict as a way to move forward in these situations.