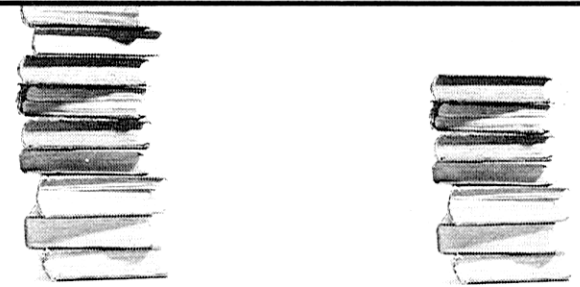


Executive Education



Training for conflict resolutions crucial for executives

By **RICHARD HART**

What does it take to be a successful executive? A clear understanding of the organization's strategic objectives, and constant attention to key performance indicators are critical. But there's something more as well: a real appreciation of the fact that the quality of workplace relation-

ships is key to the achievement of those objectives.

Many executives talk openly and frequently about workplace culture. What they may not expect is that one of the largest parts of their own job will be relationship management and that it will be a key determinant of productivity and performance in organizations.

High-performing executives – the ones who buy in to the importance of relationship management – do more than simply talk about culture to their employees and HR staff. According to ProActive ReSolutions Inc., these executives actively seek training for their organizations, and ensure their organizations have proven process in things like:

1. Relationship building: giving your team that tools they need to deal with issues like respect and emotions in the workplace;
2. Conflict resolution: ways of working through problems with other people when things are difficult; and
3. Conflict management: ways

of ensuring that difficult situations within the organization get worked out.

The role of top-level leadership in the realization of effective relationship management cannot be overstated. Typically wide-scale failures in relationship management within an organization can be traced back to lack of awareness, training and process.

Executives need to be a driving force in ensuring that their organizations put relationship management plans in place, plans that include formal and informal processes and culture-building initiatives aimed at enhancing the organization's capacity for robust dialogue and open communication.

Richard Hart is a conflict management specialist at ProActive ReSolutions Inc. Contact www.proactive-resolutions.com for more information. 