



CONFLICT RESOLUTION

OVERVIEW

Conflict naturally occurs in every workplace but it can have a toxic effect if it is not effectively handled. People with different clashing personalities or competing agendas can lead to the festering of personal animosity. Having good conflict management techniques will lead to less stress and a healthier working environment. This course helps you to learn how to diffuse tension and resolve conflict when tempers flare at work.

Duration: One Day

WHO IS THIS COURSE FOR?

This Conflict Management course is aimed at individuals who wish to:

- Deal with conflict in the work environment
- Build more harmonious relationships with clients and colleagues
- Reduce stress levels when handling difficult people
- Increase confidence
- Reduce stress when dealing with differences of opinion at work

SUMMARY CONTENT

- Applying effective interventions to conflict scenarios
- Being pro-active and assertive when dealing with conflict
- Diagnosing conflict quickly, developing effective responses
- Creating prompt resolution
- Preventing common problems and crises in the workplace
- Building teamwork and co-operation at work
- Communicating with respect
- Understanding boundaries
- Different approaches to managing conflict

HOW WILL YOU LEARN?

This course involves an interactive workshop format and will consist of a mix of:

- Teaching by an expert trainer using a variety of quality learning materials
- Group and individual learning activities
- Group discussion
- Personal action plans for future time management scenarios