

Conflict Management and Resolution

Yelling, sarcasm and avoidance are typical reactions from individuals experiencing conflict. Everyone is different in how they communicate and how they deal with tense situations. Most of us don't like to be in the midst of a disagreement with someone, especially when we have to work with that person or group every day. Conflict resolution makes our everyday lives easier.

Course Aim

The aim of this **conflict management training** is to introduce practical **conflict resolution** techniques and strategies that **managers** and team leaders can effectively utilise when **managing conflict** in the workplace

Objectives

By the end of this course, the participants will have:

- Defined confrontation and their role in managing conflict in the workplace to ensure they maximise individual and team performance
- Identified their preferred style/s in influencing others and managing conflict and the additional strategies that they need to use to successfully resolve the conflict situation
- Demonstrated their skills in resolving conflict and confrontation
- Have identified a plan to apply and enhance their communication skills in the workplace to address existing conflicts

Course Summary

- Strategies for handling conflict
- Conflict Styles
- Unique ways to manage conflict
- Recognise filters, lenses and mistaken assumptions
- Cope with challenging personalities
- Open the door to resolving conflict without setting expectations
- Learning the Art of negotiations