

Managing Workplace Conflict and Resolution

One Full Day or Two Half Days



Overview

Managing workplace conflict and resolution programs will provide you with the skills to manage conflict appropriately.

Conflict can occur in various ways in the workplace; between two employees, among entire teams or between supervisors and the team members they manage. As difficult as the issue might seem at the moment, resolving team conflict is possible.

This engaging program will help you develop your workplace management skills and grow as a positive, responsible and effective employee.



Who Should Attend

Anyone involved in conflict management and team engagement.



Prerequisites

All are welcome to attend the program regardless of experience.



Delivery Mode/Training

- Face to Face or Online
- One full day or two half days
- Suitable time zones for - USA, UK, Europe, Middle East, India, Malaysia, Singapore, Hong Kong Australia and New Zealand

Topics Covered

- Identify the factors that result in workplace conflict and the effect on you and your team
- Develop your understanding of the science behind the conflict
- Use your emotional intelligence to focus on the right conflict management style
- Expand your range of conflict management skills and develop your conflict intelligence
- Be assertive and use active listening in the face of conflict to resolve it
- Use coaching methods in a conflict situation
- Understand the role of HR in conflict management

After Attending The Program, Attendees Should be Able to

- Gain the confidence to use emotional intelligence to approach any conflict
- Learn how to harness powerful communication techniques to face and resolve conflict using questioning, listening and assertiveness
- Have a practical toolkit of assets to help you excel at key management situations; and
- Learn how to future-proof your career against the challenges of workplace conflict