

CONFLICT MANAGEMENT TRAINING

Achieving Solutions for life and work

Conflict is everywhere, something we all experience on a regular basis. Whether it is learning that your spouse has an entirely different kind of vacation in mind than you do or that your boss's idea of your job differs from your own, conflict is simply an inevitable aspect of human relationships. As desirable as it might seem, there is just no way to live a conflict-free life. Handled badly, conflict can do real harm, both to you and the people you care about the most. It can cripple your career and the businesses you work for. Handled well, however, conflict can be extraordinarily useful. If you have the skills needed to identify and resolve conflict, it can be your ally. It can help you identify and solve problems. And it can build deeper and stronger relationships, whether with your coworkers, supervisors and subordinates, or your closest friends and loved ones.

Course Objectives:

At the end of the training, the participants would have:

- ✓ Gained effective techniques for handling conflicts in the workplace, other organizational settings, or personal life, whether dealing with supervisors, coworkers, acquaintances, close friends, or family members.
- ✓ Learned the best ways to analyze conflicts and work through the steps toward resolving them, including clarifying goals, handling difficult emotions, and negotiating agreements.
- ✓ Grasped the fundamental tricks of the trade that experienced negotiators have long used to deal with even the most seemingly intractable moral and cultural conflicts.

Course Methodology:

This training includes in-depth lectures, workshops, group and individual work, and plenary presentations. Participants will be provided with the relevant course materials. There will be a pre-test and post-test to assess knowledge and skills.

Course Contents:

Preparing for Conflict Before It Happens

1. Identifying the Types and Sources of Conflict
2. Options for Handling and Approaching Conflict
3. Recognize the Natural Tendencies of All Involved

Managing a Conflict

1. Assessing the Conflict Situation
2. Understanding the Players and the Larger Context
3. Getting Ready for the Difficult Conversation
4. Handling a Productive Conversation

Resolving a Conflict

1. Get to a Resolution and Make a Plan
2. Collaborate to find a Creative Solution.
3. Repairing the Relationship and Rebuilding Trust
4. Navigating Common Conflict Situations

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