

Conflict Management

INTRODUCTION

Workplace conflict is inevitable and if not managed properly, will lead to damaged relationships and poor productivity. Conflict can be managed in a constructive way by firstly understanding the root cause of the conflict and collaborating to find a quick-fix as well as a long term solution.

This course provides the necessary skills to understand how conflict arise and to apply the techniques to solve these conflicts using Improved Team Dynamics, Communication, Problem-Solving, Empathy and Collaborative techniques.

COURSE OUTLINE

After completion of the course, participants will be able to:

- Gain an understanding of the Sources, Causes and Types of Conflict
- Understand the Power of Words
- Understand the Phases of the Conflict Resolution Process
- Understand and apply the Methods for Conflict Resolution
- Use Effective Communication and Active Listening for Conflict Resolution
- Embrace Conflict in the Workplace more confidently
- Use of Collaborative Techniques in Conflict Resolution
- Appreciate the Magic Words to help in Conflict Management
- Navigate Common Situations
- Develop Emotional Intelligence (introduction)

DURATION

1 Day

TRAINER

Dr Ismael Essackjee



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