



TrainSkills

TRANSFORM AND PERFORM

Career Skills Course

CONFLICT MANAGEMENT

 1 Day

 On/Off Site

About the Course:

Conflict management training course provides you with the practical tips, techniques and strategies to calmly and effectively deal with the day-to-day niggles and disagreements of everyday working life. In even the best run organisation, conflict happens. Conflict doesn't have to be costly or have negative consequences, though left unacknowledged it can be distracting at best and at worst, destructive. So unlock the positive potential of conflict and learn how to approach conflict situations constructively and with increased confidence.

Upon completion of this course, participants are better prepared to:

- Recognise and understand conflict in the workplace and why it happens
- Understand individual reactions to conflict
- Manage reactions to conflict
- Make interventions appropriate to the situation
- Know when to get involved
- Get to the heart of a conflict
- Deal with emotion
- Enhance communication skills
- Find the common ground between opposing positions
- Administer joint problem solving
- Follow a structured process for resolving conflict
- Apply conflict management techniques

Course material and duration can be customised to suit your specific needs.

Aligned to Unit Standard 114226 at NQF L5

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