

Conflict Management

What do I need?

The desire to understand and implement strategies that will help to manage conflict effectively.

How long is the course?

1 Day

Who should attend?

Any business professional who encounters conflict in the workplace.

Upon successful completion of this course, students will be able to:

Develop skills to assess a conflict situation and monitor your reaction to the conflict.

Utilise effective communication techniques to manage conflict in a proactive manner.

Resolve conflict through identifying its source, determining and implementing the best solution.

Lesson 1: Recognising conflict

- Identify your personal reaction to conflict
- Develop a healthy attitude toward conflict
- Assess the situation
- Avoid conflict escalation

Lesson 2: Responding to conflict

- Actively listen
- Communicate effectively
- Respond to negative tactics

Lesson 3: Resolving conflict

- Identify the source of the conflict
- Determine the best solution
- Implement the solution



mictseta

MICT Seta Accreditation No:
ACC/2007/00/367



www.keybasepretoria.co.za

Tel: 012 348 0099