

Conflict Resolution: Getting Along in the Workplace

OVERVIEW

Whenever there are people, there will be conflict. Count on it. Expect it. After all, each of us sees the world through a somewhat different pair of glasses. We all have special needs, diverse goals, individual values, and varying perceptions of what's right, fair and appropriate. And occasionally, those needs, goals, value, and perceptions are going to clash. Sooner or later, you will find yourself involved in a conflict with someone at work. Therefore, learning to disarm and defuse confrontational situations and people is essential.

OBJECTIVES

- Gain a thorough understanding of the sources, causes and types of conflict
- Understand the five main styles of conflict resolution
- Learn to apply the conflict resolution process to all types of conflict
- Demonstrate strategies that avoid escalation of conflict
- Become more confident in handling common workplace conflict situations

WHO SHOULD ATTEND?

This course is open to any employee who would like to know how to manage and resolve workplace conflict.

WORKSHOP OUTLINE

- Module 1: Fundamental of Conflict
- Module 2: Type of Conflict
- Module 3: Identifying Conflict Stages
- Module 4: Conflict Management Style
- Module 5: Constructive Management Style
- Module 6: Communication's Contribution to Conflict
- Module 7: Emotional Aspects of Conflict
- Module 8: The Intervention Team



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