

# COURSE OUTLINES

**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**

# 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



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MANAGEMENT COURSE

# CONFLICT RESOLUTION: GETTING ALONG IN THE WORKPLACE

100% HRDF CLAIMABLE

## CONTACT US

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