

Modules:-

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

CONFLICT RESOLUTION: GETTING ALONG IN THE WORKPLACE

COMFORI SDN BHD

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

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.