

CONFLICT PREVENTION, MANAGEMENT AND RESOLUTION A LEADERSHIP APPROACH

Duration: 1 day

Objective

To equip delegates with the skills required to resolve differences in the workplace in a collaborative, cost-effective and sustainable manner.

Design

- Conflict: understanding the source and dynamics of conflict
- Self-assessment: preferred conflict style
- Constructive versus destructive conflict
- Approaches to conflict: 5 different styles
- Choosing an appropriate approach
- Video clip: What to do when conflict happens
- Dealing with difficult conversations
- Understanding CPR challenges (conflict, process and relationship)
- Dealing with difficult people
- General guidelines on what to do and what not to do in conflict situations
- Case studies

Target group

All levels of management and personnel managers, sales and marketing people – those who are managing people and people related issues.

