

TITLE: Managing Conflicts @ Work

SYNOPSIS: Conflicts at the workplace are one of the major stumbling blocks to organizational performance and productivity. Conflicts will not be entirely eliminated but it can be managed and this program seeks to equip participants with the mindset, models and methods for managing conflicts at the workplace. The outcome is improved relationships, better performance and higher productivity at the workplace.

DURATION: Two Days

TARGET AUDIENCE: Frontline, Supervisors, Executives and Managers

PROGRAM OBJECTIVES:

By the end of the program, participants will be able:

- To explain and define the different styles in conflict management
- To explain and define the different types of personalities and how to relate effectively with each in a conflict situation
- To adopt a win-win approach towards managing conflicts
- To acquire the skills and techniques in managing conflicts effectively

PROGRAM CONTENTS:

- The sources of conflict
- The starting point in conflict management
- The styles in conflict management
- The skills in conflict management
- The strategies for conflict management
- The steps in conflict management
- Conflict situations and simulation