

Office Productivity Training

Managing Conflict

Dealing with conflicts can be a complex task. Do you know someone skilled in conflict management? Do you admire their ability to handle challenging situations with ease? Or perhaps you envy them for their ability to remain calm under pressure? It is not surprising that most people try to avoid conflicts altogether. However, when faced with a conflict, we may get emotional and unable to express our thoughts and feelings clearly. Alternatively, we may use an age-old method of ignoring the issue, which doesn't solve the problem.

So, what should we do when we find ourselves in a conflict? Should we ignore it and hope that it will disappear? Unfortunately, conflicts rarely resolve themselves and often escalate when left untreated. This can create a toxic and unproductive environment, and eventually, the dispute may take over and control you instead of the other way around.

Course objectives:

By the end of this training course, participants will be able to:

- Identify what conflict is.
- Learn how to handle conflicts.
- Discover how to manage emotions
- Respond to escalating situations
- Learn how to negotiate
- Review ways to prevent conflicts

Course length: 6 hours