

Managing Conflict

Audience

Staff and managers, who may at times, through the course of their work, have to manage conflictual situations.

Aim

The course will provide theoretical knowledge and practical skills to enable participants to both identify and tackle confrontation.

Objectives

- Discuss and define what is meant by conflict.
- Identify participants own experience.
- Identify causes of conflict.
- Explore methods of effective communication.
- Explore approaches to resolving conflict.
- Familiarisations with concepts such as anger, aggression, assertiveness.
- Explore management of conflict and differences.

Course length: - 1 day

in
the
spirit

enabling
individuals and
organisations to
enhance their
performance