

CONFLICT MANAGEMENT



Introduction

Workplace conflict is very common and may occur when people's ideas, decisions or actions are in opposition or when people find it hard to get along due to differences in personal values or other reasons.

Resolving disputes and disagreements at work is important for both employers and employees. Conflict becomes an issue when it cannot be resolved. It may cause the parties to become engaged in a battle that does not result in growth. The result of conflict is often negative energy, hurt feelings and damaged relationships.



Course Outcomes

Delegates will have a better understanding of:

- The importance of effective conflict resolution in the workplace.
- The types of conflict and the stages of conflict
- The five most common conflict resolution styles and when to use them
- How to increase positive information flow through non-verbal and verbal communication skills
- Effective techniques for intervention strategies
- Implementing ways to manage conflicts to enhance productivity and performance

Booking

Please contact Melody Maddocks or Janine Roper.

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Target Audience

This course should be attended by anyone interested in managing and resolving conflict in the workplace.

Course Duration

1 day

Course Fee

R 1,250 VAT Incl.

R 750 (WHC Divisions)

Venue

1st Floor Training Room, Wits Health Consortium (Pty) Ltd

8 Blackwood Avenue, Parktown, 2193

Special requests will be considered, subject to viability.