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IHRM: C00259 NITA: NITA/TRN/1234

STRATEGIC WORKPLACE CONFLICT MANAGEMENT TRAINING

Date	Time	Duration	Venue	CPD	Cost (EXcl. VAT)
23rd - 24th Jun, 2022	8:30 AM-11:30 AM	2 Day(s)	Zoom Webinar, Zoom	2	3,000.00

Course Overview

Strategic Workplace Conflict Management: learn conflict resolution skills & effective listening, communication & problem solving techniques. Conflict is a natural feature of human communication. Often we see conflict as negative, and it is true, conflict that is not handled well can have a devastating impact on staff morale and productivity, as well as customer-relations. However, when conflict is managed well, it can lead to increased creativity and enthusiasm amongst workers.
This course is of immense practical value to you if you work with other people, whether colleagues or customers. You will learn how to identify conflict, and understand the different types of conflict that occur at work. There is a strong focus on practical skills to resolve conflicts. You will discover what your preferred conflict management style is, and the situations where it is most suitable.

Course Objectives

By the end of this program, participants will be able to;

- What is conflict and what is Conflict Management
- Functional and Dysfunctional Conflict
- Levels and Types of Conflict
- Conflict Management Model
- Strategies for Conflict Management
- Conflict Management Styles
- How People Deal with Conflict
- Factors that Affect Conflict Modes
- Blake and Mouton’s Conflict Grid
- Third-party Conflict Resolution
- Tips for Managing Workplace Conflict

Target Groups

This training is suitable to a wide range of professionals but will greatly benefit;

- Managers and supervisors responsible for team performance.
- HR professionals focused on performance evaluations.
- Business leaders seeking to enhance organizational effectiveness.

Video Link(s)

Module Title	Video Link



CHRP. Den PN Gathitu
Secretary General
Academy of Certified Human Resource Professionals