

Conflict Management & Resolution

Conflict Management and Resolution provides participants with an overview of the main theories of conflict management and conflict resolution, and will equip them to respond to the complex phenomena of conflict.

The course covers these four key concepts in detail:

1. Conflicts - fundamental concepts
2. Strategies for Conflict Management
3. Problem Solving & Communication
4. Reconciliation & Resolution

It examines how to prevent, manage and eventually resolve various types of conflict that originate from interpersonal and inter-group competition, and expands the existing scope of conflict management and resolution theories

The course structure is a **hands-on workshop** that provides participants to revisit the concepts of Conflict Management & Resolution Skills and help them identify within individuals. At the end of the course, the participants would take a **set of practical tools & techniques** that they can apply in their daily operations with improved results. The course also contains **inspirational videos** on the perspective of **Self Excellence** and contains a **number of Logical games on Managerial Skill**.

Self-Assessment: through a questionnaire; the participants will be facilitated to assess their own conflict management style providing them with an insight on how their behaviors during a conflict situation impact the outcome of the situation.

The Course will cover topics related to the following skills

1. Anatomy of Conflicts – where and how does a conflict arise
2. Types of Conflicts and possible outcomes
3. Effects of Conflicts – person, organization and society
4. Tools for Conflict Management
5. Determine your conflict Style – Thomas Kilmann Conflict Mode Instrument
6. Case Studies and Role based group task
7. Conflict Resolution – moving in the right direction
8. Approaches to Problem Identification & Problem Solving
9. Negotiation & Communication

After attending this training, you will

- **DICOVER** and define your managerial competencies, strengths and weaknesses.
- **IMPROVE** communication to effectively set expectations for yourself and your direct reports.
- **ADAPT** your managerial style to meet the needs of team management.
- **BUILD** winning teams.
- **USE effective** Conflict Management & Resolution techniques.
- **PERSONALISED** action plan for immediate application after the course.

Who Should Attend

This course is highly beneficial for All the Aspiring and Progressive Managers or Team Leaders who need to improve & enhance their managerial abilities in a multifaceted business and workplace environment.

These Include

- New and Prospective Managers.
- Team Leaders & Members.
- Department, Unit or Division Managers.
- Line Managers.
- Supervisors.
- Support Managers.
- Executives.

