

Module 06

Conflict Management and Resolution

The overarching aim of this training program is to offer a great opportunity for participants to develop skills in better **managing and resolving conflicts**. Everyone experiences conflict whether it is at work or in personal interactions. Conflict is inevitable; therefore it is imperative that participants are well equipped to deal with conflict appropriately. Conflict resolution skills are not traditionally taught in school; hence, participants learn conflict resolution skills through trial and error in day-to-day life. This program gives participants a formal opportunity to develop conflict resolution skills and enable them to effectively utilize the skills learned in professional and personal relationships.

TOPICS INCLUDED :



Module 1: Origin and Nature of Conflict

- What is Conflict & its Types?
- How conflict can impact individuals and groups



Module 2: Potential Sources and Causes of Conflict in the Workplace

- Common causes of conflict; miscommunication, misunderstandings, competition



Module 3: Understanding and Responding to Personality Styles

- Recognizing your own triggers and biases
- Identifying early warning signs of conflict



Module 4: Good and Bad Conflict

- Analyze the potential benefits and drawbacks of conflict
- Explore how conflict can affect people's emotions & behaviors



Module 5: Responses and Behaviors Appropriate to Confronting Conflict

- Active Listening
- Assertive Communication
- De-escalation Strategies



Module 6: Mediating and Conciliating

- Mediating and Conciliating as "Alternative Dispute Resolution (ADR)" techniques



Module 7: Facilitating Resolution of Conflict Between Others

- Communication Skills for Conflict Resolution
- Strategies for Finding Common Ground



Module 8: Systems and Structures for Dealing with Conflict

- Formal System; HR, Grievance procedures, etc.
- Informal System; training, meditation, etc.
- Choosing the Right System

Course Structure

This certificate course in Conflict Management and Resolution is offered in approximately **16 hours OR 2-days** period. The course is based on a participatory, active learning approach and group discussions. Participants will receive a Certificate of Participation upon successful completion of the course.

Who Should Attend?

Management of conflict in the workplace is probably one of the biggest challenges that we face in today's workplace. 'Conflict' is a normal part of life, it is sometimes beneficial and it is inevitable. This course is for everyone, especially from HR profession to learn effective conflict management and resolution skills.



Learning Outcome

Upon the completion of this two-day training, participants are expected to:

- Have knowledge on key basics of conflicts
- Be able to identify key conflict styles
- Develop key listening skills
- Learn how to use different types of questions for different scenarios
- Learn how to apply key principles of consultation in resolving conflicts
- Be able to generate different options
- Learn how to arrive at a win-win decision



Course Fee

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Full Course Fee

825\$

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725\$

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Per Module Fee

195\$

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175\$

Early Bird

Join us and equip yourself with the knowledge and skills needed to launch a career in Human Resources or boost your skills like communication, conflict resolution, and problem-solving, etc., as a HR professional. At EDI, we are committed to professional development and help you stay up-to-date on the latest trends and best practices.

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