

Conflict Management Skills

The “Conflict Management” training empowers delegates to ...

Outcomes

- Improve their communication skills
- ‘Read’ and understand body language
- Ask the right questions in order to manage conflict effectively
- Identify preferred conflict handling styles
- Manage conflict one-to-one as well as within a group
- Acquire the skills to handle different types of conflict
- Develop and maintain more effective interpersonal relationships.

Who should attend?	Duration
<ul style="list-style-type: none"> • Managers and First line Supervisors • Project Managers • Team Leaders • Frontline employees that deal with clients • Receptionists/PA’s. 	<ul style="list-style-type: none"> • Two-days.

Training Content

Module 1: Communication

This module explains:

- The communication model
- Blockages to effective communication
- The communication line
- One-way communication
- Written communication.

Module 2: Body language

This module explains:

- Video—Body language (Alan Pease)
- Discussion of video on body language
- The theory of body language
- How to interpret and understand body language.

Module 3: Transactional analysis

This module explains:

- Johari’s window as a model for feedback

Transactional analysis as model for improving communication.

Module 4: Skills in handling conflict

This module explains:

- Self-confidence and handling conflict
- Asking questions to solve conflict
- Conflict questionnaire
- Attentive listening.

Module 5: Important elements in handling conflict

This module explains:

- Labelling to elicit conflict
- Hierarchy in conflict.

Module 6: Conflict and relationships

This module explains:

- Factors that define a relationship
- Win-win relationships
- Four dimensions of relationships.