



SUCCESSFUL MANAGEMENT OF INTERPERSONAL CONFLICT: The Key to a Winning Global Enterprise



Course Introduction:

Do you readily admit that you are a "coward" when it comes to any kind of conflict? Everyone, regardless of their position at work, can learn to handle conflict more effectively. The benefits are immense and include more self-confidence, less anger, greater self-respect and more intimacy. To help participants learn how to change the way they handle conflict, each chapter opens with a brief case study. Then we use checklists and exercises designed to teach the participant new ways to handle conflict. The motivated person, on the other hand, focuses on how much better he or she will look and feel and the positive reinforcement that other people will provide. Particularly useful is the chapter on "Avoiding the Top Ten Mistakes Made When Dealing with People." Readers will identify with the irate man whose flight has been cancelled.

Course Objectives:

- Why you must know how to handle conflict
- How to recognize conflict before it happens
- The best ways to deal with difficult people
- How to build strength by overcoming problems
- Secrets to impacting and leading others
- Tools to guide you past conflict

Who Should Attend?

Business professionals, who want to expand their conflict resolution skills, understand their own emotions and behaviors and find productive ways to manage conflict with influence even when authority is lacking.

Employees, supervisors, managers and others seeking to improve their communication skills both on and off the job

Course Outline:

Module One:

- You are not the only one out there who hates conflict
- Take the coward test
- Seven choices you can make in conflict

- The top ten reasons people avoid conflict
- Why change?

Module Three:

- How to motivate yourself to deal with conflict
- The secret for making yourself face conflict
- Confronting your fear one step at a time
- How to make conflict less frightening
- How your integrity can help you face conflict
- Understanding when conflict is actually a good thing
- Building your knowledge, skills and confidence

Module Three:

- Common Causes of Conflict
- We'd be fine if they were not so different
- Why people only think that they are angry
- Five ways to listen and why people do not use them
- Four communication patterns to use if you want to keep fighting
- Don't assume the position
- The role of selfishness
- If common sense is so common, then why don't they have it?

Module Four:

- You've got the tools, the talent: Techniques to handle any conflict
- The truth and nothing but the truth
- The relationship between wants, fairness and integrity
- Assertiveness, coward style
- Avoiding the top ten mistakes made when dealing with upset people

Module Five:

- You've got the tools, the talent: Techniques to handle any conflict
- Talking about how you are talking
- The lesson of the swaying trees: embracing conflict
- Putting it all together: A step by step approach for dealing with conflict

Course Certificate:

International Center for Training & Development (ICTD) will award an internationally recognized certificate(s) for each delegate on completion of training.

Course Fees:

To be advised as per the course location. This rate includes participant's manual, and-Outs, buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Course Timings:

Daily Course Timings:

08:00 - 08:20	Morning Coffee / Tea
08:20 - 10:00	First Session
10:00 - 10:20	Coffee / Tea / Snacks
10:20 - 12:20	Second Session
12:20 - 13:30	Lunch Break & Prayer Break
13:30 - 15:00	Last Session

