

Conflict Management

Introduction

- * Do you find that you are often drawn into conflict situations ?
- * Do you find yourself feeling inadequate in dealing with conflict situations ?
- * Do you feel yourself being taken advantage of by other people ?
- * Are conflicts creating pain and misery in your life ?

If the answer to any of the above questions is " Yes", then please read on. In the journey of life it is inevitable that there will be conflicts. Some will be large conflicts having a huge impact on our life and some will be very small conflicts that could cause some pain temporarily, but no matter what the type of conflict, it is always unhealthy for us. One of the tools that we need to have in order to have a happy and peaceful life is the ability to handle and manage conflicts that arise in our life from time to time. This is more so if you would like to become a leader and a manager in your chosen profession. Recognising, accepting and managing conflicts is one of the most important skills that anybody can have in order to become successful in life.

What is the workshop about ?

The "Conflict Management" workshop is a full one day workshop that will help you to understand how to effectively deal with conflicts that come up in your life. We will show you why conflicts happen and once you understand the root cause of conflict it will be easy for you to deal with it. We will also give you the tools and techniques to handle different types of conflicts both in your personal life and in the workplace.

What will you learn at the workshop

- * How to identify a potential conflict situation before it happens.
- * The different types and styles of conflicts
- * The root cause of most conflicts
- * Tools and techniques to resolve conflicts
- * The conflict resolution process
- * Learn to be non judgmental

Content

- * Types of Conflict
- * Conflict Resolution Vs. Management
- * Models of Conflict Management
- * Steps to Manage
- * International Conflict Management
- * Conflict Management Techniques
- * Conflict Handling Intentions
- * Path of Conflict
- * Lynch Spectrum
- * Thomas Kilmann Conflict Modes
- * Use of Humour

Outcomes

- * Become non judgmental and objective
- * Be able to resolve conflicts before they become too large to handle
- * Understand the true nature of conflicts so that you can deal with it effectively
- * Be able to use humour in conflict situations to defuse the situation
- * Become naturally curious about human behaviour
- * Be able to work towards a win-win solution
- * Be able to detach yourself and view the situation from a 3rd person viewpoint

Who should attend this workshop ?

- * Anybody leading teams at work
- * Anybody who wants to become a leader
- * All parents
- * Entrepreneurs
- * Students