

Conflict Resolution

Program Snapshot

Differences are inevitable in a group having members with different experiences, attitudes and expectations. In a professional environment where people from different walks of life come together to achieve common goals, the ability to resolve differences in a positive manner becomes paramount. In our training on Conflict Resolution, participants will learn the skills, behaviours and techniques to

- Anticipate conflict and identify causes of conflict
- Adjust their own communication style to deal with situations
- Face conflicts with confidence by listening attentively & being respectful towards differences
- Resolve workplace conflicts to turn them into opportunities, instead of avoiding them
- Remain alert and calm in conflict situations to avoid anxiety and stress
- Build a common understanding & framework for working through challenging conflict situations
- Use tools and strategies to deal with difficult situations and people
- Control own emotions and recognise those of others by inculcating emotional awareness

For Levels

Middle & Junior Managers / Team Leaders / Supervisors / Executives / Sales Team / BD Team / Customer Service Team / Operation Team / Cross-functional Team working together

Duration

2 days

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