

MANAGING CONFLICT GRACEFULLY

Most people in furtherance of their career or business spend most of their time at work more than the time they want to have with their family and loved ones.

With such number of hours with each other at work, conflict can easily occur in the environment. Unless dealt with effectively, conflict can lead to breakdown in relationships and deterioration in job performance.

Especially for companies, lack of conflict resolution will result in loss of revenue opportunities, drops in productivity, decline in employee morale, increased job stress, dissatisfied customers, inability to make informed decisions, high employee turnover and others.

This experiential approach to conflict management is specifically developed to help individual, parents, spouses, entrepreneurs, business owners, corporate management anticipate, prevent and resolve conflict at the workplace by applying effective techniques and strategies.

Training Methodologies

Dynamic and highly interactive presentations and Interactive Trainer Facilitation

Learning Outcomes

At the end of the programme, participants are expected to BE ABLE to:

- Identify behaviours and actions that can lead to conflicts
- Develop an understanding of how and why conflict occurs between individuals and within groups and organisations

Content Outline:

- Icebreaker and Course Objectives
- Perception of Conflicts
- Conflict Management Essentials
- Legal Processes and Implications
- Moment of Truth
- Resolutions for win-win
- Striving for Success
- An Inspirational Closing

Who Will Benefit

Head of Departments, Business Owners, General Managers, Entrepreneurs, Project Managers, Business Team Leaders, HR Managers, Executives, Parents, Spouses

Facilitator

Garry Chow

Duration : 2 days