



CONFLICT MANAGEMENT

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About the Programme

Modern office life combines a mix of personalities and cultures. This course addresses the nature and dynamics of conflict with the outcome of understanding the importance of managing conflict proactively.

Managers and team leaders are introduced to practical conflict resolution techniques and strategies to minimize conflict within the workplace.

Course Topics Basic

- Conflict styles and personalities
- Effective communication and active listening
- Conflict resolution strategies
- Problem-solving and decision making
- Managing difficult conversations
- Mediation and facilitation skills
- Managing team conflict
- The role of leaders and managers in creating a conflict-resilient organization

Course Overview

Programme: Conflict Management

Audience: All

Duration: 1 Day

Delivery Methods: VILT / Classroom (face-to-face)

Pre-requisites: Basic English

Accreditation: On Request

Certificate: IDM Certificate of Completion

Programme Type: Public / In-company

Minimum Participants: Five (5)

Investment: R3500.00 excl. VAT



Contact Us

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