

Conflict Management

All courses can be virtual or face to face

Sample Content Includes:

- What is Conflict?
- The Difference Between Conflict and Disagreement
- How Do We Feel About Conflict?
- Importance of Handling Conflict In a Professional Way
- Who Conflicts With Whom?
- Symptoms of Conflict
- Causes of Conflict
- Analysis of preferred conflict response styles
- Managing Different Conflict Situations Using Kraybill
- Identifying The Different Modes For Handling Conflict
- Analysing Different Conflict Modes
- Skills Needed to Manage Conflict
- Constructive and Destructive Approaches
- A process for handling Conflict
- Action Planning For Handling Conflict
- Encouraging Healthy Differences
- Preventing Conflict



Contact us for a full course outline.