MiChem Dynamics
LEADING CHANGE

CONFLICT MANAGEMENT TRAINING

Conflict in a business is a natural part of the workplace. Most humans are under immense pressure and needs to deal with continuous threats all around them. How we deal with conflict within ourselves and with those around us is a critical aspect of leadership.

In this course, individuals will be equipped with a range of skills and strategies which will help them to manage and resolve conflict which are part of any life and work situation.

THE COURSE WILL RUN OVER A PERIOD OF 2 DAYS

WHO SHOULD ATTEND THIS COURSE:

- All levels of management
- Supervisors
- Support staff members

MINIMUM ENTRY REQUIREMENTS:

- Fluency in English writing and reading skills

TUITION

- Training material included (English)
- Certificate of attendance or competence (based on outcome of assessment) will be issued on successful completion of training

LEARNING OUTCOMES:

- Understand conflict and sources of conflict.
- Effectively navigating through political dynamics and dealing with hostility and a volatile environment.
- Understand emotions and how to deal with conflict with emotional intelligence.
- Understand the different conflict management styles and conflict management strategies that can be applied.
- Develop effective listening and communication practices during conflict situations.
- Understand how to effectively manage conflict as a mediator.
- Understand how to effectively implement persuasion strategies and motivate personnel during conflict situations.

santie@michemdynamics.co.za | angeline@michemdynamics.co.za | 082 770 7127 or 078 335 0528
www.michemdynamics.co.za

COURSE CONTENT:

DAY 1

- Introduction to conflict
- Main sources of conflict
  - Internal conflict
  - External conflict
- Managing conflict with emotional intelligence
  - Understanding emotions and emotional intelligence
  - Management of emotions (internally and externally)
- Five conflict management styles

DAY 2

- Conflict management strategies
- Developing effective listening and communication practices during conflict situations
- Master the art of mediation
  - Functions of the mediator
  - Managing the mediation process
- Master the art of persuasion and motivation

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