

Managing Conflict

Workshop Purpose:

To enable individuals to manage conflict situations more effectively through enhanced communication skills and a focus on the benefits of functional conflict that supports goals and improve performance.



Workshop Outcomes:

On completion of this workshop participants will be able to:

- Apply communication skills more effectively to manage conflict constructively
- Use assertiveness skills and techniques for handling conflict situations and criticism in a professional, non-confrontational way
- Turn negative situations around to impact positively on other parties
- Use empathy and understanding more effectively to defuse negative emotions
- Manage a structured conflict discussion

Who should attend:

Any person involved in management, as well as people who want to develop their assertive abilities and manage conflict situations more effectively

Duration:

2 Days

For a minimum of 8 to a *maximum of 14* participants

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