



278-P26-CE



In-Class



12 hours



EGP 4,870

Course Description:

This program is designed to explore the definition of conflict and presents how conflict situations can have positive outcomes. Participants will practice a conflict resolution process to successfully handle workplace conflict and will learn common tactics and counter-tactics that are used in conflict resolutions.

Target Audience:

For all business professionals who wish to enhance their communication and conflict resolution skills.

Course Objectives:

- Understand conflict resolution primer.
- Explain conflict resolution strategies and styles
- Explain the Language of Conflict Resolution
- Understand the Conflict Resolution Process
- Demonstrate the meaning of mediation

Course Outline:

Module One: Conflict Resolution Primer

- Is conflict good or bad?
- Potential benefits of conflict
- The costs of conflict
- Is this a conflict? Definition of workplace conflict

Module Two: Conflict Anatomy

- The Four possible conflict outcomes
- Conflict resolution strategies
- Conflict resolution styles

Module Three: The Language of conflict resolution

- The importance of using the right language when resolving conflict
- The six conflict resolution language fundamentals

Module Four: The Conflict Resolution Process

- The conflict resolution process
- Games and conflict resolution
- Counter tactics and dealing with games

Module Five: Mediating conflict

- What is mediation?
- Characteristics of a mediator
- Key mediation tips
- The Four Steps of Mediation

Assessment Strategy:

Participants will be informally assessed based on their interaction during sessions and their participation in the group exercises.

Course completion will grant participants:

1 CEUs

Course Language:

- Training Material: English
- Facilitation: Bilingual

Prerequisites:

None