



PST TRAINING (PTY) LTD

PST Training (Pty) Ltd

Physical Address: Montrose Place, 2nd Floor, Bella Rosa Street, Rosenpark, Bellville, 7500

Phone: 021 914 0850

Fax: 086 634 6330

Cell: 082 894 6643

Email: info@psttraining.co.za

Conflict Management Skills

Overview

Being able to effectively manage conflict can often determine the success or failure of an organisation. Conflict in itself is not necessarily a bad thing - it is our reaction to conflict that creates either a negative or a positive outcome. Let's stop for a moment and look for the warning signs in people's behavioural patterns before they get out of hand.

Objectives

- Recognise Potential Conflict Situations
- Employ various conflict handling strategies and styles
- Manage Constructive and Destructive Conflict effectively
- Develop Assertiveness

Course Prerequisite

Good understanding of English

Language of Delivery

English

Delivery Methods

Course is facilitated by a competent subject matter trainer, who utilises a combination of the following techniques to ensure that the session is practical and experiential: Discussion; Role Play; Exercises & Case Studies; Videos/DVD's; Games, Slide Shows & Written Questions.

Who should attend?

Anyone who needs information on effective ways to deal with "challenging" people, whether they are fellow workers, aggressive managers, customers or suppliers.

Course Outline

This course consists of the following 5 modules

Module 1	Understand Conflict?; Constructive vs Destructive Conflict; Role Players in Conflict; Outcomes of Conflict; Communication Styles (Passive / Aggressive / Assertive); Communication And Conflict; The Communication Process; Feedback
Module 2	What is Assertiveness?; Develop your Assertiveness; Steps to Assertive Communication; Positive Attitude & Positive Thinking; Rights and Wrongs; The Significance of Body Language
Module 3	Personality Styles and Conflict; Define the Conflict; Analyse the Situation; Generate Alternatives; Select and Agree on the Alternatives; Implement and Evaluate; Actively Listen; Coping with Problem People; Trust; Resolve Conflict; Display Leadership
Module 4	Conflict Management Styles; Competing; Accommodating; Avoiding; Collaborating; Compromising; Managing Disagreement; Complain Effectively; Dealing with Difficult Customers; How to Say "No"
Module 5	You're in Control now; Being Positive; Check Your Own Qualities; Move Forward Together

Additional Information

Duration	1 Day	
Includes	<ul style="list-style-type: none"> • Comprehensive Manual • Lunch & Refreshments (not applicable to on-site training) • Electronic Certificate (on successful completion of the course) 	<ul style="list-style-type: none"> • Electronic Trainer Feedback Report • Electronic Delegate Feedback Questionnaire