

Conflict Management (1 Day)

Your career depends a great deal on your "people skills!" Your ability to listen, to respond effectively, to work and interact with people, and to break down the barriers that stand in the way of developing mutually successful work relationships. This course focuses on helping you to exercise a greater influence, resolve conflicts decisively, enhance self-esteem, and gain more visibility.

Objectives:

Upon completion of this course a participant should be able to:

- Manage conflict
- Exert influence
- Acquire self confidence
- Handle difficult situations
- Negotiate diplomatically, but firmly and develop skills and techniques on how to successfully develop skills and techniques on how to successfully develop win-win customer relationships and meet personal and organizational goals

Content:

The program focuses on the following four topics as they relate to E+R=O (Event + Response = Outcome):

1. Communication Skills
2. Assertiveness Management
3. Negotiation Basics
4. Dealing with Difficult People - Delivery Methods:

Role Play

- Lecturettes
- Group Interaction
- Inter Group Activities
- Case Studies