

Conflict Management At Work

We have all experienced conflict in unique and personal ways. We must be perceptive enough to understand what roles we play in creating or exacerbating conflict. This seminar enables participants to better understand and practice the skills and strategies of conflict resolution at work.

Objectives

At the end of programme, participants should be able to:

- **Analyze confliction situations around you**
- **Analyze your stance in the conflict**
- **Intervene to resolve confliction situations**

Outline

Causes of Conflict

- What is Conflict?
- Types of Conflicts
- Where does conflict come from?

Conflict Management Techniques

- Advantages and Disadvantages of Resolving Conflicts
- Sources of Conflict
- Negatives of Unresolved Conflicts
- Conflict Resolution Strategies
- Dos and don'ts for handling a conflict situation

Techniques for Resolving Conflicts Successfully

- "I" vs YOU Language
- Anticipation
- Self-Interest
- Meta-Talk
- Limit-Setting
- Consequences

Who Should Attend

Managers, Supervisors, Executives and those who are involved in handling conflict management at work.

Seminar Details

Date	: Tuesday, 10 February 2020
Duration/Time	: 3 hrs/ 9am to 12noon
Venue	: Hotel Grand Pacific
Net Fee Payable	: \$214.00 (incl. GST\$14)

Fee includes handouts & teabreak.
No refund for cancellation but a replacement will be accepted.

Enroll Now

@ Website Registration	: www.ustage.com.sg
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