

Conflict Management

Oct 07 – 08, 2024	Venue: PIM, Karachi	Rs. 31,000/=
Aug 08 – 09, 2024	Venue: PIM, Lahore.	Rs. 31,000/=
Sep 19 – 20, 2024	Venue: PIM, Islamabad.	Rs. 31,000/=

Course Description

Prevention is better than cure. Workplace conflict is inevitable in any business thus it is essential that all managers, supervisors and business leaders must be equipped with the essential elements of managing and resolving conflicts in a positive manner. Having an improved understanding of conflict better prepares participants to be able to implement workplace conflict management.

This Two-day course has a mixture of theory and practical exercises designed to facilitate participants in understanding conflict, sensing signs of conflict escalation, responding to such signs with appropriate actions and lastly using effective techniques to resolve the conflict.

LEARNING OUTCOMES

Gain a thorough understanding of the

- Sources, causes and types of conflict
- Understand the five main styles of conflict resolution
- Learn to apply the conflict resolution process to all types of conflict
- Learn how to break out and use parts of the process to prevent conflict
- Develop communication tools to breakdown conflicts into reasonable pieces of solutions
- How to defuse anger
- Listening skill, a tool to manage conflict

WHO MUST ATTEND?

This course is designed for the manager/individuals at all levels who want to equip themselves with the art and science of managing and resolving conflict and conflicting situation in a more effective manner.

COURSE CONTENTS:

- Myths related to workplace conflict
- Forms of conflict in the organizations
- Causes and conflict provoking behaviors?
- Consequences of conflict on individual to organization's performance
- Communication styles as barriers to dealing with conflict
- The IBR (interest based relational approach)
- Conflict resolution process
- Pitfalls of the conflict and dealing with them
- Styles of dealing with conflict

FOR DETAILS AND REGISTRATION

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