

Conflict Management

Course Objectives

This is a one-day course which will show delegates how to:

- Foresee indicators of conflict situations arising
- Implement effective conflict diffusion & controls

Key topics include:

- Prevention is better than cure
- What happens when conflict becomes out of control
- Three possible responses to conflict
- 11 deadly sins of communication
- Body language and how to use it
- When conflict can be positive
- Apathy? Sympathy? or Empathy?
- Preserving dignity and self respect
- Anticipate....Plan...Take Action!