



Conflict Management

A course on maintaining a productive work environment

Conflict is common in the workplace and offers as many chances as dangers. However, an unresolved conflict issue can foster a hostile work environment and therefore act to the detriment of a productive atmosphere in the workplace. This in turn can impact revenues and negatively influence our personal well-being.

Concept

In this one-day seminar, we address the characteristics of conflict and explore the possibilities of prevention and the prompt resolution of conflict. A number of case studies and examples allow participants to analyze their own behaviour in conflict situations.

Objective

To provide participants with a deeper understanding of conflict and offer guidelines on how to approach and manage actual and potential conflict pro-actively.

Main Topics

- What is conflict
- Human attitude towards conflict
- Conflict development
- Stages
- Influence on productivity
- Prevention
- Resolving conflict
- Learning from conflict
- About harmony

Benefits

The participants will leave with an understanding of how conflict develops, and their own reaction to a conflict situation. The enhanced awareness and pro-active attitude will provide for a better work environment and increased productivity

Costs

The training groups consist normally of a minimum of 8 to a maximum of 12 participants. The fee is subject to actual location and services included.