

CourseName : Conflict Management

CourseDuration : 1 Day

Course Objectives:

The **1 Day Conflict Management Boot Camp** will enable the participants to:

- Understand to identify and define conflicts
- Understand the causes, benefits, possible outcomes of Conflicts
- Understand the various types of conflicts
- Understand the Evolution of Conflict
- Understand the psychological difficulties faced while dealing with conflicts
- Understand the dynamics of conflict, and in so doing, deal with conflict effectively.
- Assess one's natural and dominant style of handling conflict.
- Understand and apply the process of effectively handling conflict
- Learn various conflict resolution techniques and using them appropriately depending on the situation
- *Learn about conflict and third party interventions - Mediation versus arbitration, manager as mediator, a suggested resolution process for management*
- Distinguish between assertive, passive, aggressive & aggressive-passive behavior
- Understand the concept of Assertiveness
- *Understand 'why', 'when', 'where', 'how' to be assertive & 'whom' to be assertive with!*
- Learn to respond, not react and apply this learning by 'choosing' to be **Assertive**
- Repel aggressive behavior by employees without further aggravating the situation
- Recognize and handle blatant manipulation
- Say "NO" without feeling guilty
- Reduce disagreements with co-workers
- Deal with anger responses
- Learn Nine Assertiveness Techniques