

CONFLICT RESOLUTION

Non-Credit Bearing

Aim

Grow and enhance communication techniques and interpersonal skills which will develop a personal mindset that is geared towards understanding oneself and others. Harnessing these skills will enable the individual to manage conflict in a professional and empathetic manner while maintaining a level of assertiveness that will encourage positive resolutions.

Objectives

- Identifying and exploring key interpersonal skills
- Understanding the importance of verbal and non-verbal communication
- Develop active listening skills
- Identify major causes of conflict in the work environment
- Recognise potential conflict triggers
- Learn to communicate assertively and effectively
- Cultivate a problem-solving and tolerant attitude
- Explore negotiation techniques and skills
- Develop an appreciation of the importance of emotional intelligence
- Sourcing and implementing positive coping mechanisms
- Internal anger management
- Practise the above-learned skills in an interactive, activity-based environment to facilitate deeper understanding and confidence

Outcomes

- Be able to build solid interpersonal relationships based on mutual respect and understanding
- Encourage open channels of communication which aim at increasing productivity and a healthy work environment
- Show tolerance towards others and be more open-minded
- Be equipped to identify areas and situations in which conflict may arise and apply methods (internal and external) to defuse potential conflict
- Deal with conflict in a calm, empathetic and assertive manner that ensures self-respect and gains the respect of others
- Understand that conflict can be used positively to stimulate constructive discussions, improve the quality of decisions and arouse creativity and imagination.

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One-day course 08:30 -16:00

Tel: (031) 267 1229

sales@kznbtc.co.za / www.kznbusinessstraining.co.za

Course Contents

AIMS, OBJECTIVES AND OUTCOMES

DEVELOPING EFFECTIVE INTERPERSONAL SKILLS

- Verbal communication
- The top 10 tips of verbal communication
- Non-verbal communication
- The importance of positive body language
- Listening skills
- The 10 principles of listening
- Empathy skills
- Guidelines to Achieving Empathy

HOW TO COMMUNICATE ASSERTIVELY

- Understanding assertiveness
- The difference between assertive, aggressive and passive behaviour
- The assertive style
- Finding your assertive balance
- List of assertive rights

HOW TO DEAL WITH CONFLICT

- Defining conflict
- Understanding conflict to manage it
- The "Fight or Flight Response" to Conflict
- Six steps to controlling your confrontational drive
- Negotiating towards a win-win situation

HOW TO MANAGE ONESELF

- Emotional Intelligence
- The social cognitive learning approach
- Internal and External Locus of Control
- Self-efficacy Perception
- How to increase your self-efficacy

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