

# CONFLICT RESOLUTION

## *Non-Credit Bearing*

### **Aim**

Grow and enhance communication techniques and interpersonal skills which will develop a personal mind-set 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.

### **PTO For Table of Contents**

*One-day course 08:30 -16:00*

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