

2 DAYS ESSENTIAL MANAGEMENT SKILLS: CONFLICT MANAGEMENT & MEDIATION SKILLS FOR HR & MANAGERS

INTRODUCTION

Conflict is a normal part of life and a natural occurrence in intrapersonal and interpersonal relationships. It has been defined as a contention or sharp disagreement over interest, ideas, viewpoints, etc. However, if conflict occurs between managers and subordinates, between peers/colleagues and if conflict unresolved, it can disrupt an organization. Therefore handling challenging employees conflicts are inevitable and for HR, managers, supervisors and team leaders to be equipped with conflict and mediation skills, becomes the most effective way to ensure workplace harmony, effectiveness and productivity.

BENEFITS FROM THE COURSE

1. Interpersonal and communication problems will cause conflicts and unresolve conflicts will further exacerbate the problems especially within team.
2. Mediation and managing conflict/resolving it positively is essential for individuals learning/development about oneself and others.
3. HRs, managers, supervisors, team leaders with effective mediation and conflict resolution skills becomes stronger leaders.

CONTENT OUTLINE

1. Understand importance of Team Dynamic and Phases of Development
2. Different Levels and Styles of Communication which can affect conflict resolution.
3. Conflict Resolution Styles Assessment
4. Conflict Management Skills and Integration of learning

WHO SHOULD ATTEND

HR Professionals, Managers, Supervisors and Team Leaders who want to improve their people management skills.
Maximum 25 participants per workshop.

**HRDF Claimable
Under SBL Scheme**

For further information, kindly contact us at 016-227 1375 / 03-8063 8981.