



SEARCH 4 EXCELLENCE

CONFLICT MANAGEMENT

Target Audience

ACROSS ALL LEVELS



16 HOURS

Training Duration

Key Takeaways

- Evaluate and understand the causes of conflict
- Understand different conflict-handling styles and choose an appropriate style based on the situation
- Handle conflicts constructively for positive outcomes
- Use mediation tactics to resolve conflicts among team members effectively
- Create a healthy work environment by reducing inter and intra departmental escalations

Introduction to conflict management

Handling conflict

Managing self and people

KEY CONCEPTS COVERED

- Types of conflict
- Pros and cons of conflict
- Stages of conflict
- Causes of conflicts

- Constructive and destructive ways to handle conflict
- Thomas-Kilmann's conflict management model
- Thomas-Kilmann Inventory

- ABCDE model
- Personality styles
- Mediation

EXPECTED OUTCOME

Understand the basis of conflicts

Identify your and your team members' conflict management style

Manage emotions while in a conflicting situation and deal with people according to their personality styles



THANK YOU

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