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Conflict Management



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Conflict Management

“In the middle of difficulty lies opportunity.” – Albert Einstein

Conflicts are inevitable where people are involved, but how these conflicts are managed and channelized to support our collective purposes needs a conscious effort. A big question always is that of are conflicts destructive. The answer is “No.” Conflicts, especially at workplace needs to be seen from the lenses of constructive contribution. Conflicts can present opportunities to make things better for all stakeholders. Conflicts can improve the quality of decisions. Conflicts can help each other understand differences, manage expectations and maintain positive attitudes. Conflicts if managed well can work for you.

Managing conflicts with peer group, direct reportees, bosses, customers and other stakeholders requires competencies that are easy to learn and practice. Our program focuses on developing confidence and variety of skills of the participants to deal with conflicts of different types.

Aims and Objectives:

- To make participants understand the different types and sources of conflicts
- To facilitate the participant to understand his/her own personality style and train them to overcome potential pitfalls such personalities have in managing conflicts.
- Participants will learn how to manage conflicts with peer groups, direct reportees, bosses, customers and other stakeholders
- Participants will learn how to handle conflicts arising out of different generations at work
- Participants will learn how to be emotionally intelligent to resolve conflicts
- Learn the major conflict management strategies, and how to choose the strategy according to the situation.

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- Learn conflict management tools and techniques to deal with difficult personalities
 - How to develop trust based relationships that are critical to the success of organisations
 - Improve Assertive Communication and Empathic Listening

Workplace outcomes

- Participants develop a well grounded personality to manage conflicts with positivism and commitment to resolve
- Participants will create a collaborative work environment that unites all stakeholders to a shared vision and common purpose
- Participants will contribute to the growth of the organization by raising the bar of quality of decisions being made
- Participants will create a winning attitude and a strong desire to excel in every situation

Duration: 1 to 2 Days

Participants

CXO's, HOD's, Managers, Assistant Managers and Team leads.