

# Course Outline:

## Managing Workplace Conflict

### Delivery Format

Live online or live in-person.

### Who Should Attend

People and project managers.

### Duration

One day.

### Course Aim

Disagreeing with another is inevitable when it comes to working in a team. Yet conflict, if not managed well can spiral out of control. Both passive and active aggression affects productivity, morale and effectiveness of staff and can result in reputational damage and dysfunctional teams.

Managing Conflict is an interactive one-day workshop designed to give participants a practical guide on the mind-set and skill-set to turn negative, unhealthy conflict into healthy conflict that stimulates growth and drives excellence.

### Benefits of Attending

Participants from this presentation will benefit from the following:

- Develop greater understanding, empathy and awareness of reasons for conflict and how to differentiate healthy from unhealthy conflict
- Use this knowledge to more effectively work with others and deal with conflict in a constructive manner

### What It Covers

Sources of workplace conflict

- Mindsets of dealing with conflict
- Healthy versus unhealthy conflict
- Conflict resolution models
- Your emotional intelligence and role in conflict resolution
- Finding common ground
- RNIC model of influence
- Establishing trust
- Differentiating needs from wants

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- Creating win-win solutions

### **Delivery Strategy**

The learning has been structured as a 1-day interactive workshop led by our experienced trainers. The workshops will contain a series of power point slides, accompanying information, case scenerios and role plays, written activities and reflective tasks and videos.

### **Formal Certification**

At the completion of this program, the participant will be eligible to receive a Certificate of Participation from EQ Strategist.