



Conflict Management



Instructor-led. Virtual and in-person options.

Handling conflict is not always easy. Leaders need confidence and the right interpersonal skills to navigate and resolve conflict.

This comprehensive instructor-led workshop guides participants through the causes of conflict, different approaches and modes of reacting to it, and provides hands-on opportunities to apply conflict management strategies. Participants receive practical tips and tools to hone their conflict management skills.

LEARN HOW TO:

1. Identify the impact of conflict in the workplace and in your life
2. Recognize the different causes of conflict and your conflict styles and responses
3. Understand the different approaches to conflict
4. Apply conflict resolution strategies to everyday situations
5. Practice real-life scenarios to hone your conflict management skills

SESSION DETAILS:

- Half-day workshop
- Instructor-led, either in person or virtually
- Participants receive a certification upon completion
- Delivered by certified, experienced trainers

DESIGNED FOR:

- Front-line service staff
- Supervisory staff
- Managers