

Managing Conflict

Nothing can destroy productivity, derail projects, and damage your reputation faster than workplace conflict. Conflicts can paralyze the team, department, or the entire organization. This course offers an opportunity to gain awareness of conflict management concepts and to gain skills to be better able to handle it. The participants learn both how to negotiate with others to create more durable and meaningful resolutions, and how to more effectively communicate with others in order to decrease instances of disputes themselves.

Course Outline

- Conflict & The Organization
- Perspectives on Conflict within Organizations
- Conflict Resolution Roles
- Conflict Handling Strategies
- Conflict Handling Styles
- Conflict Outcomes
- Handling Conflict

Who Should Attend

High level staff such as:

- Professionals and managers who want to enhance their ability to deal with conflict situations productively.

Prerequisites

The candidate must have completed or be in the process of completing a high school or secondary school diploma or similar educational standards.

Approvals & Accreditation

- Ministry of Labour, Kingdom of Bahrain
- HABC
- ILM

Course Duration

The standard duration of this course is 12 contact hours.

Learning outcomes

Upon the completion of this Course, the learner will be able to:

- Understand the relationship between conflict and the organization
- Identify sources and types of organizational conflict
- Appreciate different perspectives on conflict within the organization
- Employ various conflict handling strategies and styles
- Identify conflict outcomes to the organization

Training methods

- Interactive facilitator lead learning
- Class activities
- Group discussions
- Case studies
- Practical sessions
- Question and answer sessions
- E-learning
- Role-plays
- Self-assessment tools

For more information please feel free to contact:

Invita Training Center | P.O. Box 1197 | Manama | Kingdom of Bahrain
Tel: +973 17 506000 | Fax: +973 15 500202 | info@invita.com.bh