

### I am Certified Business Professional

The CBP Business Improvement Series-Conflict Management course will increase your knowledge and ability to:

Understand the two basic types of conflict and reasons as they occur, and recognize the four typical approaches to conflict. Implement the basic steps of conflict resolution, practice communication skills to minimize and even prevent conflict. Employ strategies for responding to challenging people such as; dealing with an extremely angry person or someone who will not acknowledge the conflict. Be able to handle specific situations including dealing with your boss, client, or another department.



#### Description

The CBP Business Communication manual covers the following topics:

- Understanding Conflict
- The Basic Steps of Conflict Resolution
- Listening Skills
- Communication Skills That Support Conflict Resolution
- Handling Challenging Personalities
- Handling Specific Situations

#### Course Objective

Successful completion of this course will increase your knowledge and ability to understand :

- The Basic Steps of Conflict Resolution
- Understanding Conflict
- Handling Challenging Personalities
- Handling Specific Situations
- Listening Skills
- Communication Skills That Support Conflict Resolution

#### Who Should Attend

This course is designed for candidates who has little or no experience.

#### Prerequisites

This course requires that students meet the following prerequisites:

- 1-The candidate must have a commitment to the pursuit of excellence.
- 2-The candidate must have completed or be in the process of completing a high school or secondary school diploma or similar educational standards

#### Course Duration

The standard duration of this course is 16 contact hours. Contact hours scheduling may vary depending on your requirement.

#### Certification Testing

This course helps you prepare for the following certification test CBP B12 201.

- Achieving more than 70% in the test conducted at the end of the course

Arrange to take the certification test for this course within six weeks of acquiring the course materials, as exams are updated regularly in accordance with current versions.

Upon completing the course, you will possess the training and skills required to achieve the CBP professional certification or the CBP Master Execution certification

#### Approvals & Accreditation

- The Ministry of Labour, Kingdom of Bahrain
- International Business Training Association (IBTA)

For more information please feel free to contact:

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