

WEBINAR: Effective Conflict Management



Overview

Have you ever had a disagreement with a co-worker? You probably have at one time or another. Workplace conflicts are very common; there are very few offices where all the employees get along. Because of this, a conflict management skill is a necessary component of the workplace, and those in a leadership position must be skilled in conflict management skills techniques.

When conflicts go unaddressed, they can have a negative impact on productivity and teamwork. Using conflict management skills strategies in the workplace will help maintain a healthy work environment.

Objective

- At the program's conclusion, the participants will have an understanding and acquire the ability to effectively manage conflicts: using a to-do list, prioritizing the items on it and working better with others.

Who Should Participate

- Anyone who is involved in delivering results within an organization, (e.g. managers, supervisors, assistant supervisors, team leaders, etc). There are no prerequisites for this seminar.

Key Topics

1. Understanding Conflict
 - 1.1. Definition of Conflict
 - 1.2. Types of Conflict
 - 1.3. Sources of Conflict
 - 1.4. Behavioral Styles
 - 1.5. Personalities Who Cause Conflicts
2. Effective Conflict Management
 - 2.1. Conflict Management
 - 2.2. Marks of Excellent Team
 - 2.3. Conflict Process
 - 2.4. Conflict Styles
 - 2.5. Tools for Conflict Management

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Duration

- 3 hours

Webinar Fee

- Php 1,750.00 per participant (inclusive of e-Handouts and e-Certificate) to be paid at least 3 banking days before the event

Requirements

- Mobile phone, tablet, computer or laptop
- Download free ZOOM app
- Internet connection
- Good audio connection

Reservation

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