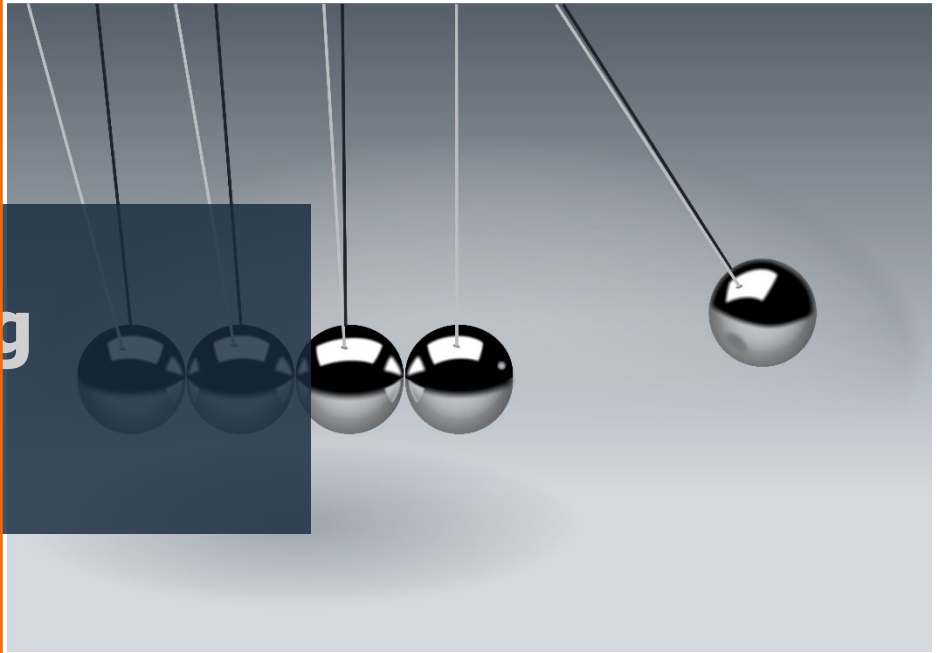


Navigating Conflicts



 Nov 7th & 9th 2022
 2x 2.5 Hours | 10.00-13.00H
 USD 100



Learning Objectives

- ❖ Appreciate the importance of conflicts in a business context
- ❖ Develop a functional personality ready to deal with conflicts assertively and mindfully
- ❖ Communicate effectively and functionally in conflicting scenarios



Learning Tools

- ❖ Videos
- ❖ Stories
- ❖ Real-life work scenarios
- ❖ Group Exercises
- ❖ Self Assessment
- ❖ Polls



Your Takeaways

- ❖ Identify ways to develop your personal response style to conflicts
- ❖ Practice application of models, techniques and strategies to manage conflicts
- ❖ Develop your own conflict management development plan

Learning Modules

- ❖ What is and is not conflict?
- ❖ Effective ineffective conflicts and impact on business
- ❖ Becoming aware of my responses in conflicting situations
- ❖ My conflict orientation and style
- ❖ Learn conflict management strategies to transform conflict into collaboration
- ❖ Communicatively assertively and mindfully
- ❖ Working with different conflicts on varied situations