

Conflict Resolution

What Can You Expect?

We engage in negotiations every day through our interactions with colleagues, clients or suppliers. Conflict and disagreement are a natural and inevitable part of life. With careful, thoughtful self-preparation, and by following the negotiation process outlined in this course, you will be equipped to resolve conflict and achieve constructive outcomes. At the end of the course you will have the tools necessary for addressing workplace conflict and disagreements, the skills to negotiate effectively and generally improve communication and build rapport.

Who Should Attend?

Employees who would like to build a more powerful rapport with colleagues, managers, clients, and suppliers, by increasing their ability to resolve conflict and negotiate more effectively.

2 Day Course Content

- Components of conflict negotiation
- Beliefs, attitudes, and responses to conflict
- Know your conflict negotiation style
- Adapt your style to suit the situation and goals
- Personal investment in the outcome of the negotiation process
- Acknowledge and validate perceptions
- Improve understanding of the other party involved
- Build trust and accountability through personal integrity
- Establish a non-threatening environment to promote unity
- Communicate effectively to build rapport with others
- Demonstrate understanding and respect throughout conflict negotiation
- Steps to take before the negotiation begins
- Steps to take during the negotiation
- Results of effective conflict negotiation

Unit Standard Alignment

SAQA ID: 114226

NQF Level: 5

Credits: 8



Services Seta Accreditation No: 4135



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