

# Conflict Resolution

## Course Overview

All relationships, personal and professional, experience some kind of conflict. This is normal, natural, and sometimes even necessary for continued growth and development. Some people feel it is best to avoid conflict. While this may be appropriate at times, it is not always recommended. The main issue with conflict is not so much that it occurs, but how you manage it when it does.

All managers will at some stage have to handle conflict - difficult conversations and disputes about performance, perceptions of inequality and clashes of communication and work styles.

This program is designed to be interactive; in addition to thoroughly examining the elements surrounding conflict, participants will find case studies containing questions to answer. In many instances, current experience will establish the case study itself.

## Course Outline

- An Overview of Conflict
- What is conflict?
- The nature of conflict
- The positive side of conflict.
- Myths and facts about conflict in the workplace
- Why deal with conflict?
- Conflict analysis tools
- Sources of Conflict in the Workplace
  - Interpersonal
  - Organizational
- The Flight or Fright Response
- Dynamics of Conflict
- Models of conflict management
- Five Methods for Managing Conflict
- Communication Models for Resolving Differences
- Using Active Listening and Responding Skills for Resolving Differences
- Criticism and Conflict
- Managing Confrontations
- Handling Difficult People
- Assertiveness Theory and Conflict
- Matching Behavioral Styles to Manage Differences
- Managing Conflict Among Bosses, Peers, and Employees
- Team Building and Conflict
- Experiential Activities:
  - Case Studies: Participants in small groups will face challenges in how to handle an angry or upset colleague, inappropriate behavior, how to maintain rapport under pressure and other role plays and cases

## Learning Objectives

After completing this course, participants will be able to:

- Feel more confident about managing conflict at work
- Use mediation skills to build rapport, defuse frustration and problem solve
- Take a more co-ordinate, consistent and effective approach to conflict at work
- Improve conflict management and dispute resolution processes, practice and policy
- Identify the types and causes of conflict in the workplace
- Be aware of their own patterns of response and have identified opportunities for improvement
- Use learned techniques for diffusing their own and others' anger
- Recognize the value of the key interpersonal skills in dealing with conflict
- Understand the concept of Transactional Analysis and how to use it in conflict situations
- Have practiced the skills and techniques and received feedback

## Who Should Attend

- Managers and team leaders at all levels.

**Course Duration:** Two days from 9:00AM to 4:00PM

**Registration Deadline:** One week before the course date

## Course Fees

- 1600 EGP (Registration is confirmed only upon payment)
- Fees include materials and attendance certificate
- Complimentary coffee breaks and light lunch

## Course Venue

Top Business premises: 17, Abdel Wahab Selim Elbeshry St. Sheraton Heliopolis, Cairo, Egypt.

## For Registration

- Logon to [www.topbusiness-hr.com/Course\\_Register](http://www.topbusiness-hr.com/Course_Register) to fill a registration form. Alternatively you can request a registration form by mail from: [training@topbusiness-hr.com](mailto:training@topbusiness-hr.com).
- Payment should be made one week prior to course.
- Payment by cheque in Top Business's name or cash to our address.

## For More Information

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