



# EFFECTIVE CONFLICT RESOLUTION

Familiarity breeds contempt, and in the rush of deadlines and managing projects, we take for granted that our words can impale and maim. We become insensitive to other people's feelings and sacrifice cohesion or service excellence in singularly hot-headed moments.

While we are only human, it is crucial that everyone is sensitive to these moments and equipped to deal with them before they arise.

"Effective Conflict Resolution" is a programme that aims to educate participants on navigating every type of escalating situation. Beginning with a step by step analysis of how to recognise triggers to resolving the situation amicably, this programme will equip you with skills that can help resolve conflicts that would have otherwise ended in tears or bruised egos.



## PROGRAMME HIGHLIGHTS

- What Is Conflict?
- Conflict Resolution Styles
- Those Tell-tale Signs
- Values in Conflict
- Understanding Behavioral Styles
- R.E.S.O.L.V.E.
- Handling Difficult Colleagues



## METHODOLOGY

- Group Discussions & Reflection
- Interactive Learning
- Hands-on Application



## TARGET AUDIENCE

Everyone

## LEARNING OUTCOMES

- Learn to confidently identify and understand what triggers conflict.
- Learn a variety of conflict resolution styles and how to apply them.
- Practise the skills required to handle conflict situations calmly and confidently.
- Obtain real-time feedback through role-play.



## DURATION

2 Days

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