



Workshop on Conflict Management

Participants will benefit by learning to

- Handle conflicts effectively
- Respond proactively by anticipating roots of conflict
- Manage strong emotions
- Create productive and workable outcomes
- Consider conflicts as opportunity

Target audience

- People and Process Managers
- Business Professionals
- Anybody wanting to avoid conflict at work

Workshop outline

- Definition of conflict
- Conflicts in teams
- Managing emotions
- Unlocking power of body language
- Co-operative models
- Handling angry situations
- Achieving positive results
- Commitment to collaboration
- Creating shared vision
- Rapport building
- Active listening skills
- Building personal action plan

Workshop style

- Instructor led Workshop

Workshop details

- Duration: 16 hours spread over 2 days
- Typical Batch size: upto 10-15 participants
- Financial Details: INR xxxx

Sample Facilitator Profile – RAI19SSCM

- Professional Experience: 19 years
- Domain Knowledge
 - Corporate Survival Skills
 - People Management
- Also facilitates learning such as
 - Assertive Communication
 - Influence skills
 - Negotiation skills
 - Critical thinking