



**SMART**  
CUSTOM TECHNOLOGY  
*automating the mundane*

# Conflict Resolution

Training Workshop

No prerequisites required. 1 day workshop.



# Conflict Resolution

The daily management of conflict is a time consuming part of every supervisors and managers daily activities. Managers are responsible for achieving company objectives and targets while meeting the agreed standards and achieving the agreed quality standards. However, their ability to manage people and handle conflict will determine how successful they are. It's important that they are able to identify, deal with and resolve conflict quickly and in an appropriate and positive manner.

Like any other skill, better conflict handling can be learned. An understanding of how it occurs, how it can be identified and what path it usually takes will greatly assist the supervisor/manager to manage conflict flashpoint and identify what can be done to reduce their potential for disrupting productivity. This course content examines these areas in a manner that is both practical and relevant.

## COURSE OVERVIEW

- What it is and how to identify conflict within the workplace?
- Common causes and of conflict.
- Tips on how to handle conflict.

## WHO SHOULD ATTEND

- HR Personnel
- Department Managers
- Line Managers
- Supervisors

## BENEFITS

Delegates will receive the skills to be able to effectively deal with conflict resolutions.

Exposure to proven approaches to implement when volatile situations arise.

## ASSESSMENT

- A full colour manual
- Templates for the required sections
- Relevant assessment of competence