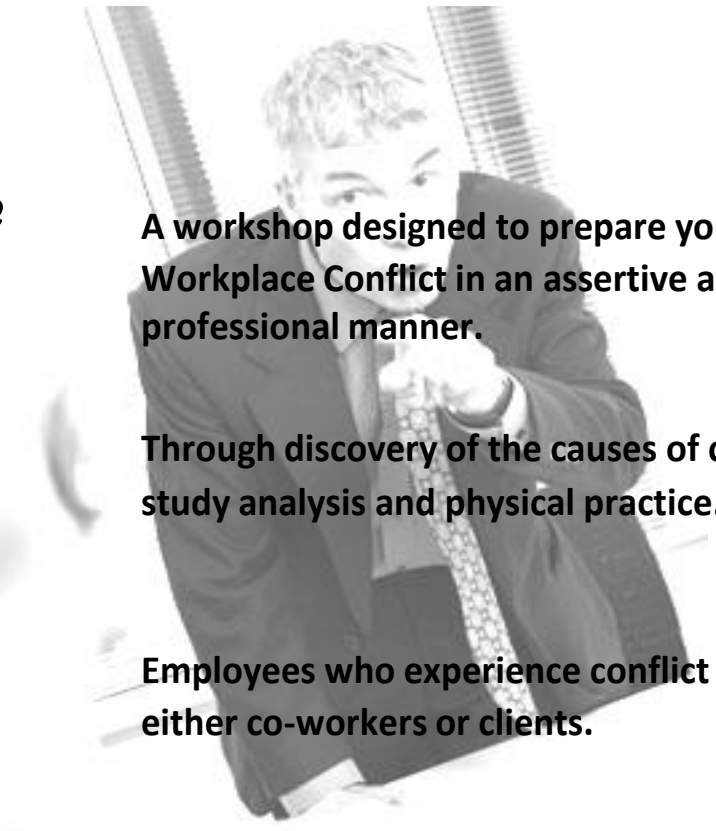


Dealing with Conflict **- a workshop**

"You can't shake hands with a clenched fist" (Indira Gandhi)



What? A workshop designed to prepare you to deal with Workplace Conflict in an assertive and professional manner.

How? Through discovery of the causes of conflict, case study analysis and physical practice.

Who? Employees who experience conflict at work from either co-workers or clients.

Objectives:

By the end of this workshop delegates will be able to:

- identify potential causes/warning signs of conflict
- discuss the importance of being in control of your own actions and methods to ensure that you are
- demonstrate techniques and methods of dealing with different types of conflict
- explain effective communication in dealing with conflict