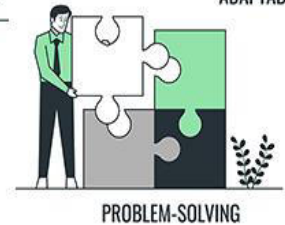


SOFT SKILLS



SOFT SKILLS

Conflict Management Skill Course

Project Based Immersive Learning Course

Conflict Management Course Overview

In the workplace, conflicts can arise due to opposing opinions and personal preferences, making it challenging to manage. Conflict management is crucial in today's market as it involves recognizing and resolving conflicts. It is common for employees to want to showcase their importance to the organization, which can lead to conflicts with other team leaders. However, if conflicts are handled appropriately, leaders can use them to develop their teams and empower their workforce with confidence and motivation. This energy can provide a competitive advantage that is rare to achieve, but those who successfully harness it can reap significant benefits for their organization. The training program offered will equip delegates with various conflict management methods that can be applied in an organizational setting.

Benefits of Conflict Management Skill Course :

Conflict management training is essential for organizations to promote a positive work environment, reduce stress, and improve productivity and employee retention. Individuals who participate in this Conflict Management Skill Training can gain from it in the following ways:

- Improved Communication

- Better Relationships
- Recognize the warning signs of conflict early on
- Address the issues in an effective and unbiased manner
- Improve the efficiency of your team or department by managing or minimizing conflicts.
- Direct your attention on more important matters like your personal development goals
- Acquire a set of skills that is becoming more and more essential for advancing.
- Enhance your credibility among your colleagues.

Who should learn:

- Managers
- Supervisors
- Team Leaders
- All HRM professionals
- Professionals who want to learn more about conflict resolution
- Professionals of any background struggling to handle conflicts at work
- Students still in school or about to enter a professional space
- Anyone who has difficulties in facing or handling conflicts

Why Conflict Management Skill Course from Education Nest

- **Free Demo on Request**
- **Live Interactive Learning**
- **Lifetime Access**
- **Flexible Schedules**
- **24x7 Support**
- **One on One Doubt Clearing**
- **Real Time Project-Based Learning**
- **Certificate Oriented Curriculum**

Key Skills Covered:

- Handling Conflicts
- Managing Conflicts
- Emotions of conflicts
- Maintaining relationships with other employees
- Different Phases of Conflict and Conflicting Resolution Model

Conflict Management Skill Course Syllabus

MODULE 1: (Introducing the environment)

- The distinctions between a problem, a disagreement, and a conflict
- Different aspects of conflict - risks vs. opportunities
- Causes of conflict
- Signals to predict conflict
- Perceptions and how we process information can lead to conflict
- Behavioral styles and their impact on conflicts

MODULE 2: (Types of Conflict)

- Open conflict vs. Hidden conflict
- Spontaneous and reflective action

MODULE 3: (Practical Considerations)

- Steps to clarify a conflict
- Conflict styles and outcomes
- Communication is key to conflict resolution

- Reflective listening
- Best practices on conflict resolution

MODULE 4: (Powerful explanations of different conflict styles and methods of conflict resolution)

- Conflict styles from some movie scenes
- Conflict management from movie scenes
- Compelling and influential scenes from “12 Angry Men”

MODULE 5: (A glimpse into the psychological aspects of conflict.)

- How we compose our realities?
- A brief insight into what happens in a conflict situation
- The inner source of conflict
- Changing yourself
- Dealing with anger (yours and others)
- Choosing your battles
- When to say “No”

MODULE 6: (Spontaneous and Reflective Action)

- The Johari Window
- Stages of Conflict
- Creating the Win/Win
- Conflict Resolution Style Questionnaire

MODULE 7: (The role of Communication in Conflict Resolution)

- Conflict as communication
- Active listening skills
- Paraphrasing skills

- Powerful questions
- Body language
- Non-verbal and verbal communication skills
- Effective techniques for intervention strategies

MODULE 8: (Benefits of Confrontation)

- Preventing problems
- Getting focused
- Dealing with problems
- The three-step conflict resolution model
- How to increase positive information flow
- Why people don't like to do what they are told
- De-stress and meditative options to use when things turn "ugly"
- Ways to control conflicts to increase productivity and performance

MODULE 9: (Communication Essentials)

- The psychology of communication
- How to listen and ask thoughtful questions
- Why feedback sometimes goes wrong
- Conflict dynamics
- The main causes of conflicts
- Understanding the various dynamics of conflict and how to manage them

MODULE 10: (Techniques for de-escalating conflicts through communication.)

- Learning from negotiators
- How to create win-win outcomes

- Questioning techniques for conflict resolution
- The Conflict/Opportunity test
- Helping others through conflict
- The five most universal conflict resolution approaches and when to use them
- Case studies and role play

MODULE 11: (Futuristic Planning)

- Top tips for managing conflict at work
- How to take the anguish out of grievance and the dysfunction out of regulation
- The TCM Resolution Framework
- An overview of the resolution spectrum and the resolution index (RI)
- How to incorporate conflict-resolution into your recovery plan and people-management strategy?

Career Support

Profile Building :

Experienced professionals are available to offer tailored assistance in crafting your CV and online profiles, taking into account your unique educational and experiential background.

Interview Preparation :

The upcoming interview preparation service will include personalized one-on-one sessions and the option for mock interviews if needed.

Job Referrals :

At Education Nest, we receive a variety of job requirements from diverse sources such as organizations, our clients, HR consultants, and a vast network of Education Nest

currently employed in different companies. We strive to meet these varied requirements to the best of our abilities.

Continuous Support :

We offer continuous support for as much time as you need it, and a considerable number of our learners receive multiple interviews offers and promising employment opportunities as a result of the abilities they gain during the program.