



Certified Business Professional in Conflict Management

Course objectives:

- Review the main types of conflicts and their causes
- Explain the four typical methods of conflict resolution
- Perform the basic steps to resolve conflicts
- Apply conflict prevention techniques before it occurs
- To deal with all types of people professionally, such as dealing with an angry or difficult grumbling person

Course Outline:

Unit One: What is conflict?

- introduction
- Causes of conflicts
- Types of conflicts
- Rational orientation versus emotional orientation
- Disconnect

Unit Two: Basic steps to resolve conflict

- Four ways to confront conflicts
- A B Conflict Resolution
- Adopting an approach
- Consensus
- Application

Unit Three: Listening skills

The path to effective listening

Obstacles to listening

ask questions

Evaluate your listening skills

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Listening exercise

Unit Four: Communication skills that support conflict resolution:

- Establishing credibility and trust
- Communicate feelings
- Offensive language
- Escalation process
- Positive language

Unit Five: Dealing with personalities who pose challenges:

- Evading confrontation
- Uncooperative people
- Irritable and angry people
- Confrontation when feeling fear
- Dealing with defeat
- Dealing with personalities who pose challenges

Unit Six: Treating specific cases:

- Dealing with your boss or upper management
- Dealing with a colleague or peer at work
- Dealing with conflicts within one team
- Dealing with an employee under your supervision
- Dealing with a customer or client

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