



## 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

Prince Faisal Road, Al Dana Tower, Office 102 First Floor, Khobar, Kingdom of Saudi Arabia

920022128 +966 13 815 09 99

info@somutraining.com







## 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



920022128 +966 13 815 09 99

info@somutraining.com



مركز سمو العالمية للتدريب

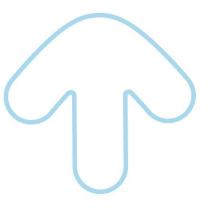














- Prince Faisal Road, Al Dana Tower, Office 102 First Floor, Khobar, Kingdom of Saudi Arabia
- **Q** 920022128 +966 13 815 09 99
- @ info@somutraining.com

