



**THE
ENTERPRISE
CENTRE**

Conflict Management

ENT1549

1 Day

Objective

Conflict is natural. Every relationship of any depth experiences some conflict. No matter how close, how understanding, how capable we are, there will be times when our ideas or actions or needs or goals will not match those of others. The required skill is to be able to handle the conflict in a healthy manner and to defuse unhealthy conflict.

This workshop is for anyone looking to manage conflict. It will explore the origins of conflict, describe typical behaviors experienced in conflict situations, develop simple but effective strategies for dealing with conflict and re-examine conflict to find value and learning from each experience

Process

Participants are asked to join in a variety of small-group exercises designed to stimulate discussion of the topics covered. They will practice techniques for later use in the work environment specifically and life in general.

Participants will be able to:

- understand the complex origins of conflict situations
- recognize potential conflict behaviors
- apply conflict management strategies to a variety of situations
- learn from each conflict experience to develop and expand an understanding of the human situation