



Managing Conflict

Duration: 1 day.

Target Population: Managers, Sales staff and anybody who deals with people

Workshop Objective: By the end of this session, participants will be able to:

- define what is meant by conflict;
- identify sources of conflict in the workplace;
- use “The Retaliatory Cycle Model” to understand the predictable behaviours that occur in conflict situations;
- analyse human interactions, and apply a model called Transactional Analysis, to manage the communication process in situations of conflict; and
- apply a four stage process for conflict resolution.