POP TRAINING & CONSULTING
FOR PERFORMANCE ON PURPOSE

Accreditation No. 2529

Conflict Management and Conflict Resolution

Suitable for:
Suitable for Managers, Supervisors, Team Leaders, and General Staff

Course duration: 2 days NQF level: 5

Course objective:

If destructive conflict is not nipped in the bud and effectively managed, it can have disastrous consequences for an organisation and all stakeholders.

Get to grips with the main causes of conflict, and how to manage both destructive and constructive conflict.

Course content and outcomes:

- The nature of conflict: Internal vs external conflict
- Types of conflict: Inter-personal: Intra-personal; Inter-group; Intra-group
- Constructive vs destructive conflict
- The main causes of individual conflict & how to manage it effectively
- The main causes of conflict within teams & how to manage them
- How high performance teams handle conflict
- Understanding the main conflict styles
- Understanding what your natural conflict style is
- Developing the ability to choose the best conflict style to fit the situation
- Leadership styles - how they are affected by conflict styles
- The attributes needed to become an effective “conflict manager”
- Legislated procedures for the resolution of workplace disputes

Contact us to register or arrange in-house training:
Tel: 074 074 0444 Email: info@poponline.co.za Web: **www.poponline.co.za**