



I DID IT MY WAY

**A CONFLICT
MANAGEMENT
WORKSHOP**



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A CONFLICT MANAGEMENT WORKSHOP

WORKSHOP OUTLINE & OBJECTIVES

- Changing the conflict mind-set.
- Personal identification of conflict buttons?
- Learning how not to get your but tons pushed.
- Effective techniques for conflict avoidance.
- Creating a win-win situation.
- Beginning with the end in mind.
- Practical interactive conflict skills practices.
- Using Assertiveness effectively in conflict situations.
- Effectively using a seven step technique to manage all conflict situations.

WORKSHOP SCHEDULE

- 08:30 Registration & Coffee
- 09:00 Workshop Commences
- 10:30 Morning Refreshments
- 13:00 Lunch
- 15:00 Afternoon Refreshments
- 16:00 Workshop Ends

COURSE METHODOLOGY

This workshop is conducted with maximum use of practical application of the skills acquired. Participants will, both by themselves and in groups, work with role plays, problem solving, case studies and unique training exercises to ensure they acquire, reinforce and retain newly acquired skills, attitudes and characteristics.

EDGE TRAINING CONSULTANCY

Edge Training is a Fully Accredited Training Provider with the Services Seta, Accreditation #1135. Edge is a Level 2 BBBEE Company with over 17 year's Human Development training experience in and around Southern Africa. Edge is able to provide training throughout South Africa with a National Footprint of Agencies.

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BEE Level 2

SSETA Accreditation #1135

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