



## Workplace Conflict Resolution Online Masterclass

An Introduction to Practical Conflict Resolution Techniques and Strategies

### ► Training Details

#### Online Training Course Overview

While intuition and reasonableness are essential aspects of responding to conflict, it is not enough to rely on these things if we are going to be consistent and fair, prevent further harm and arrive at lasting solutions. People need a framework within which they can discover what works well or them and how useful they can be at resolving their conflicts or intervening as a Manager.

This Anderson online training course is to introduce practical conflict resolution techniques and strategies that employees can efficiently utilise when managing conflict in the workplace. The online training course will create awareness on how to handle conflicts and develop productive working relations.

#### Designed For

**This Anderson online training course is suitable to a wide range of professionals but will greatly benefit:**

- All Managers, Supervisors and Team Leaders
- Professionals who want to learn more about conflict
- All HRM Professionals
- Technical professionals who need to resolve conflict situations

#### Learning Methods

This Anderson online training course will utilise a variety of proven online learning techniques to ensure maximum understanding, comprehension, and retention of the information presented.

#### Online Training Course Outline

**Amongst a wide range of valuable topics, the following will be prioritised:**

- The win-win approach to conflict
- Resources for responding to conflict
- Resolving and managing conflict
- Avoiding groupthink
- Dealing with 'difficult' stakeholders and co-workers
- Handling emotion and aggression

### ► Preview

**First Session : 11:00 - 12:30**

**1<sup>st</sup> Break : 12:30 - 12:45**

**Second Session : 12:45 - 14:15**

**2<sup>nd</sup> Break : 14:15 - 14:30**

**Third Session : 14:30 - 16:00**

## ► The Certificate

Anderson e-Certificate of Completion will be provided to delegates who attend and complete the course

## ► INFO & IN-HOUSE SOLUTION

For more information about this course, call or email us at:

Call us: +971 4 365 8363

Email: [info@anderson.ae](mailto:info@anderson.ae)

Request for a Tailor-made training and educational experience for your organization now:

Email: [inhouse@anderson.ae](mailto:inhouse@anderson.ae)

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