



Conflict Management

Soft Skills Training Workshop

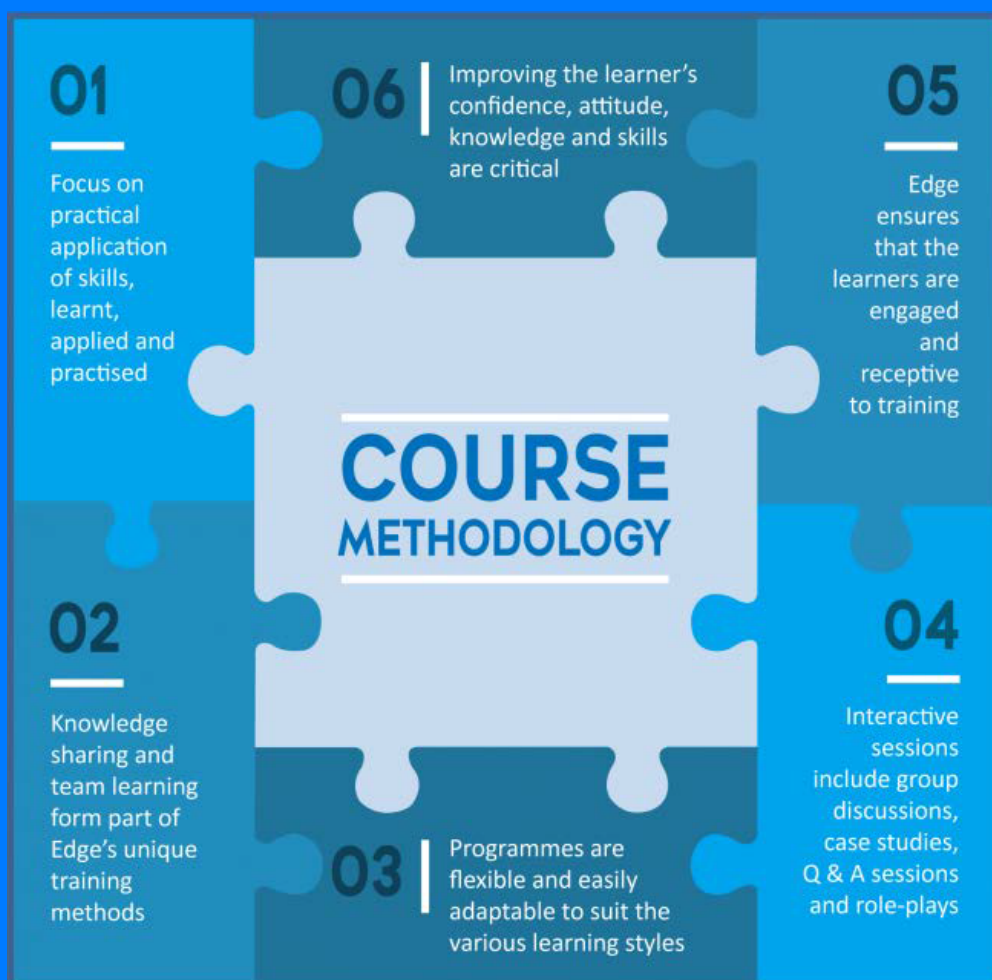
RESOLVING CONFLICT IN THE WORKPLACE

Workshop Outline

- What is conflict?
- Identify examples of conflict in the workplace
- Can conflict be beneficial?
- Aggressive behaviour
- Passive behaviour
- Assertive behaviour
- Conflict behaviour
- Implement the 7 Steps to effective conflict resolution

Objective

By the end of this course you will be able to identify examples of conflict within your workplace and have the ability to understand assertive, aggressive and passive behaviour, with an emphasis on measuring your own level of assertiveness. You will have a clear understanding of body language and its effect on conflict and we will give you practical steps that you can apply to any conflict situation to bring about a solution to the problem.



About Edge Training

With over 22 years of Human Development training experience, Edge Training has a Level 1 BBBEE Scorecard, a National Footprint and Full Accreditation with Services SETA. Together with our BEE partners, we are committed to solving BEE related Skills Development Challenges in a meaningful way. Whether an Accredited Short Course, a Behaviour Changing Workshop or a Learnership, our highly skilled and dedicated team can offer you a solution. We source the learners and manage all the necessary requirements for disabled and unemployed Learnerships. Most of our Learnerships and Workshops are also offered as online courses.

Get in Touch

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