



## Academy of Certified Human Resource Professionals

Regus Suites, 17<sup>th</sup> Floor, JKUAT Towers, Kenyatta Avenue,

P. O. Box 18582 - 00100, Nairobi, Kenya.

Tel: 020-5157034 | Mobile: 0722 300 245.

Email: [admin@achrp.org](mailto:admin@achrp.org) | Website: <https://achrp.org>

IHRM ACCREDITATION NO.: C00259

NITA ACCREDITATION NO.: NITA/TRN/1234

### Strategic Workplace Conflict Management

Start Date	End Date	Venue	CPD	Cost	Registration Link
23-06-2022	24-06-2022	Zoom Webinar	2	3,000.00	<a href="#">Register Here</a>

#### Introduction

Strategic Workplace Conflict Management: learn conflict resolution skills & effective listening, communication & problem solving techniques. Conflict is a natural feature of human communication. Often we see conflict as negative, and it is true, conflict that is not handled well can have a devastating impact on staff morale and productivity, as well as customer-relations. However, when conflict is managed well, it can lead to increased creativity and enthusiasm amongst workers.

This course is of immense practical value to you if you work with other people, whether colleagues or customers. You will learn how to identify conflict, and understand the different types of conflict that occur at work. There is a strong focus on practical skills to resolve conflicts. You will discover what your preferred conflict management style is, and the situations where it is most suitable.

#### Objectives

The objective of the **Strategic Workplace Conflict Management** training is to;

- What is conflict and what is Conflict Management
- Functional and Dysfunctional Conflict
- Levels and Types of Conflict
- Conflict Management Model
- Strategies for Conflict Management
- Conflict Management Styles
- How People Deal with Conflict
- Factors that Affect Conflict Modes
- Blake and Mouton's Conflict Grid
- Third-party Conflict Resolution
- Tips for Managing Workplace Conflict

#### Target Groups

This training is suitable to a wide range of professionals but will greatly benefit;

- HR Generalists
- Chief Executive Officers,
- Team Leaders & Departmental Heads,

#### Zoom Credentials

Webinar Link	Meeting ID	Password
<a href="https://us02web.zoom.us/j/86129001943?pwd=ck5vUE43aHdaay9LbTM2amt2OXZDZz09">https://us02web.zoom.us/j/86129001943?pwd=ck5vUE43aHdaay9LbTM2amt2OXZDZz09</a>	861 2900 1943	845000

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**Den Gathitu**

**Secretary General**

**Academy of Certified Human Resource Professionals**