

#### Academy of Certified Human Resource Professionals Ltd.

Regus Suites, 17th Floor, JKUAT Towers, Kenyatta Avenue,

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

**1** +254 700 722 522 | **3** +254 722 300 245.

NITA: NITA/TRN/1234

### **Strategic Workplace Conflict Management Training**

Date	Time	Duration	Venue	CPD	Cost (Excl. VAT)PP
23rd - 24th Jun, 2022	8:30 AM-11:30 AM	2 Day(s)	Zoom Webinar, Zoom	2	3,000.00

### **Course Overview**

IHRM: C00259

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.

# Course Objectives

By the end of this program, participants will be able 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;

- Managers and supervisors responsible for team performance.
- HR professionals focused on performance evaluations.
- Business leaders seeking to enhance organizational effectiveness.

### Video Link(s)

Module Title	Video Link
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DenPilathita CHRP. Den PN Gathitu Secretary General Academy of Certified Human Resource Professionals



DATE: 03:11:2025

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admin@achrp.org | https://achrp.org

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PROFORMA INVOICE

Invoic	nvoice To:										
Organ	nization Name	Phone Num	ıber	Email Add	Email Address						
QTY	DESCRIPTION		NET (KES)	VAT (KES)	GROSS (KES)						
1	Strategic Workplace Conflict Mana training	ngement	3,000.00	480.00	3,480.00						
GROS	S: Three Thousand Four Hundred E	iahtv			3,480.00						
***PAYMENT DETAILS***											
Pay Bill No: 247247 Account No.: 300245 Amount: KES 3,480.00											
Bank Name: Equity Bank Account Name: Academy of Certified Human Resource Professionals Ltd Account Number: 1 2 9 0 2 7 1 2 4 5 7 5 3											
NOM	INEE DETAILS										
We wi	We wish to Nominate our employee(s) listed below to attend the above training:										
#	NAME	EMAIL ADDRES		ESS	TELEPHONE						
NOM	INATION AUTHORIZATION & FU	NDING CON	FIRMATION								
I, the	undersigned, authorize this nominat	ion and confir	rm that funds ar	e available for tl	nis training.						
Name	of Authorizer:	••••	•••••	•••••							
Positio	on:										
Mobile Phone No.: Email Address:											
Organ											
Date: Stamp:											
Email this document to <u>admin@achrp.org</u>											
NR. No credit facilities. Full payment is required before participation											