Dear professional,   **17/07/2025**

Strategic Workplace Conflict Management

Start Date	End Date	Venue	CPD	Cost (Excl. VAT)PP	Registration Link
23-06-2022	24-06-2022	Zoom Webinar	2	3,000.00	[Register Here](#)

Course Overview

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

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;

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

Zoom Credentials

Webinar Link	Meeting ID	Password
https://us02web.zoom.us/j/86511587877?pwd=eTkWy3EBdquxLVavF8RJlDPb2bNu5a.1	865 1158 7877	836233

CHRP. Don PN Githitu, CCT

CHRP. Den PN Gathitu
Secretary General
Academy of Certified Human Resource Professionals