



This College Africa Group course will enhance the user's skills on the subject and teaches fundamentals as well as strategies in an easy to follow, easy to understand format and includes practical exercises which will assist in developing your skills in the workplace.

COURSE OUTLINE - Conflict Management *Resolving Disagreements in the Workplace* (Third Edition)

College Africa Group offers a comprehensive Conflict Management course.

Course Number: AX084–044 | **Days:** 1 | **Prerequisites:** None

Description: When people work together in a diverse and dynamic environment, conflict and disagreements inevitably arise. Learning to resolve disagreements constructively is the key to maintaining healthy work relationships and fostering a productive workplace.

CONFLICT MANAGEMENT (formerly titled MANAGING DISAGREEMENT CONSTRUCTIVELY) helps readers improve their interpersonal, communication, and mediation skills. Several exercises and case studies throughout the book give the lessons

relevance and practical application in the real world. Readers will also become familiar with the guiding principles behind conflict management, the nine approaches to managing disagreement, and a four-phase process for resolving conflict. With the proper understanding of the nature of conflict and with the tools to handle disagreements constructively, readers will be able to enrich their work, their relationships, and their careers.

Topic-Level Outline

Part 1: Understanding Conflict Management

Guiding Principles What's Your Style?

Nine Approaches to Managing Conflict and Disagreement

Part 2: The Four–Phase Process for Managing Conflict and Disagreement

Introducing the Process

Phase I: Explore

Phase II: Plan

Phase III: Prepare

Phase IV: Implement

Appendix

Review Case: Serving the Customer

Summary Review

Reflection

Additional Reading

ABOUT US

Established as EasyExcel, the company has been re-branded as College Africa Group. College Africa Group has been in operation since 2003 and has trained many corporate and professionals throughout Southern Africa. (For more info click here.) (<http://www.collegeafricagroup.com>)

ACCREDITATION

College Africa Group is MICT SETA accredited and a Microsoft Partner. College Africa Group has more than 30 years' experience in Financial, Sales, Operations, Marketing and Administration Directorship and understands the problems and deadlines you face.

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