



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 - Managing Conflict

### Course Specifications

**Course number:** 088641 | **Software:** Microsoft Windows® | **Course length:** 0.5 day(s)

### Course Description

This course will assist you in understanding and implementing strategies that will help to manage conflict effectively.

**Course Objective:** You will identify the sources of conflict and how to manage conflict effectively.

**Target Student:** Any business professional who encounters conflict in the workplace.

**Prerequisites:** There are no prerequisite skills for this course.

**Delivery Method:** Instructor led, group-paced, classroom-delivery learning model with structured hands-on activities.

### Hardware Requirements

- Pentium 90 MHz or higher processor, or Macintosh PowerPC.
- Screen resolution of 800 x 600 set to 256 colors.

### Platform Requirements

### Software Requirements

- Microsoft Windows® 95, Windows® 98, Windows® 2000, Windows® Me, Windows® NT 4.0, Windows® XP Home Edition, or Windows® XP Professional.
- Microsoft Internet Explorer 5.0x, 5.5, 6.0; or Netscape Navigator (excluding 6.0 and 6.1).
- Apple QuickTime 5.0 or higher; Macromedia Flash Player 6.0.79 or higher; or Macromedia Shockwave 7.0.2, 8.0, 8.5, 8.5.1 or higher.
- Adobe Acrobat Reader 6.0 or higher.

### Performance-Based Objectives

Upon successful completion of this course, students will be able to:

- Develop skills to assess a conflict situation and monitor your reaction to the conflict.
- Utilize effective communication techniques to manage conflict in a proactive manner.
- Resolve conflict through identifying it's source, and determining and implementing the best solution.

## Course Content

### Lesson 1: Recognizing Conflict

- Topic 1A: Identify Your Personal Reaction to Conflict
- Topic 1B: Develop a Healthy Attitude Toward Conflict
- Topic 1C: Assess the Situation
- Topic 1D: Avoid Conflict Escalation

### Lesson 2: Responding to Conflict

- Topic 2A: Actively Listen
- Topic 2B: Communicate Effectively
- Topic 2C: Respond to Negative Tactics

### Lesson 3: Resolving Conflict

- Topic 3A: Identify the Source of the Conflict
- Topic 3B: Determine the Best Solution
- Topic 3C: Implement the Solution

## 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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Excel Essentials 2013 [Ebook](#), workbooks, and solutions.  
Excel Intermediate 2013 [Ebook](#), workbooks, and solutions.  
Excel Advanced 2013 [Ebook](#), workbooks, and solutions.  
Excel comprehensive online courses, email for more details.



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