



DEALING WITH CONFLICT

Aim:	To provide managers and supervisors with the skills to deal effectively with problems with staff that are causing conflict and so achieve a productive and happy working environment.
Target group:	This course is aimed primarily at developing the conflict management skills of those at work that have had little or no formal training of the subject. It is especially appropriate for managers, supervisors and other staff in a position of responsibility for others.
Course content:	<ul style="list-style-type: none">•What is conflict?•What types of conflict occur?•What skills are involved for managing conflict?•Recognizing different types of conflict at work•Some conflict management exercises•Dealing effectively with conflict• Finding ways to resolve conflict effectively at work
Duration:	90 minute webinar: downloadable replay available.
Certification:	All delegates will receive a Megamorphose Certificate of Attendance in order to record continuous professional development.