

As a manager, have you ever imagined that 'I could have managed the conflict in the workplace better'?

Or I should have done something to avoid the conflict there!



Effective Conflict Management in the workplace

-What are conflicts?

Course code: ECM-01 and ECM-02

Conflicts refer to active disagreements between people with opposing opinions or principles, which happen commonly among individuals, individuals within an organization, or organizations.

Mediation is proven to be the best approach to managing conflicts, and mediation skills are essential to any person who aims to prevent conflicts and resolve disputes efficiently.

AIDRN's highly interactive, engaging 1-day and 2-day courses

- (i.) equip the participants with practical skills and strategies to minimise the negative effects of conflicts
- (iii.) strengthen your relationships
manage conflict situations better
- (iv.) limit the cost of conflict at work, and at home.



On the one-day course (ECM-01) you will learn how to:

- Identify conflicts and sources and the people's psychology in the conflict;
- Adopt a confident and positive approach when dealing with conflict or disputes;
- The theories and concepts of dispute resolution and the process of it
- Benefits of using mediation skills in handling conflicts among staff
- Prevention of conflict in the operation
- Application of Mediation Skills to foster effective negotiation
- Application of Workplace Mediation Dispute Handling Model
- Practice the learned skills and strategy in the role-play exercises to consolidate effective negotiation skills and handling a dispute

ADVANCEMENT OF YOUR SKILLS AND CAREER

Graduates of the AIDRN Effective Conflict Management in the workplace course are qualified for 6-hour or 10-hour credits towards AIDRN's Certified Workplace Mediator Training Course and AIDRN's International Accredited Professional Mediator Certificate Training for future advancement in the internationally recognized professional qualification.

See here for further information on the benefits of Professional Mediator Training.

WHO SHOULD ATTEND?

- Business owners
- Project and construction managers
- Executives
- Team leaders
- HR managers
- Complaints handling specialists

And more!



If you would like to know more about AIDRN's Effective Conflict Management in the workplace course;

or wish to discuss special designed corporate courses we'll be delighted to help

On the two-day course (ECM-02) you will learn additionally how to:

- Identify conflicts and sources and the people's psychology in the conflict;
- Adopt a confident and positive approach when dealing with conflict or disputes;
- The theories and concepts of dispute resolution and the process
- Benefits of using mediation skills in handling conflicts among staff
- Prevention of conflict in the operation
- Application of Mediation Skills to foster effective negotiation
- Application of Mediation Complaint Handling Model
- Application of Workplace Mediation Dispute Handling Model
- The process of a commercial mediation
- Represent the company to participate in a mediation
- Plan the mediation strategy
- The approach to achieving the best results.
- Practice the learned skills and strategy in the role-play exercises to consolidate effective negotiation skills, handling complaints and disputes