

managing DIVERSITY

resolving conflicts

Conflict is a part of almost every interpersonal relationship.

Managing conflict is important if the relationship is to be long-lasting and rewarding.

In organisational settings workplace conflict and interpersonal discord can do more harm than is obvious. Successful organisations have mastered the technique of problem solving and minimising conflict among its people.

Contents

Collaborative problem solving

- Understand behaviour

- Understand cause behind behaviour

Understand problems

- Objective look at situations

Managing conflicts effectively

- Separating subject and emotions

- Emotional intelligence

Win- win solutions

Take Away

Following this training workshop, the participants will be able to use collaborative problem solving approach and will be better equipped to manage workplace conflicts

To benefit from this training workshop as an organization or, an individual or, a group, please [contact us](#).



Objectives

Get familiar with collaborative problem solving

Understand how to handle conflicts effectively

Who should attend?

Middle level, Senior level

What is the duration?

1 day, 2 days

[choose duration](#)

Interaction language

English, Hindi/ English

Methodology

Multimedia Presentation

Lecture

Facilitated Discussion

Group exercise

Individual exercise

Study material

Anecdotes

Role plays

Inventory

Games

Q & A

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