

CONFLICT PREVENTION AND RESOLUTION

IN-HOUSE TRAINING

WHAT'S INCLUDED

AstroTech Training will provide:

- A detailed manual/workbook and electronic copy of course material
- Professional presentation of the course content, case studies and practical exercises
- One month of free telephonic and e-mail support included
- Certificate of completion
- Delivery of course material *(unless otherwise arranged)*
- Travel and Accommodation for the Facilitator *(if required)*

PLEASE WILL YOU PROVIDE:

- A suitable training venue with data projector
- White Board and/or Flip Chart and markers
- Lunch and refreshments daily



COURSE OVERVIEW

Every organisation in which we work generates conflict. All organisations acknowledge that workplace conflict is inevitable, yet few of them recognize that learning how to prevent and resolve conflict is key to business success. Poorly managed workplace conflict causes stress, low morale and decreased productivity. Even though our ability to collaborate with others, the making of agreements and the resolution of conflict are core skills for working with others and for achieving business results, these skills are taught to very few of us. Instead of confronting conflict constructively and working beyond settlement of conflict to true resolution, many of us have become masters of avoidance, defensiveness or attack.

To assist people at all levels to acquire some of these skills, AstroTech offers a training programme called "Conflict Prevention and Resolution". The course covers the following key topics:

- Understanding the context and causes of conflict
- Individual vs. team based conflict
- Personal conflict handling responses and reactions
- From victim mode to conflict ownership mode
- Facing your fears and how they impact on your ability to confront and resolve conflict
- Awareness of your own interaction style
- Identifying the impact of others' interaction style on self
- Having difficult conversations
- Listening, not just hearing
- Decoding hidden messages
- Acknowledging and sifting through emotions
- Disclosing information and feelings
- Separating what matters from what's in the way
- Dialogue as a means of confronting and preventing conflict
- Working towards resolution
- Building a collaborative attitude
- Learning from your conflict
- Practical conflict confrontation and resolution guidelines
- Application of practical guidelines and opportunity for feedback

...AND MUCH MORE!

www.astrotech.co.za

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COURSE INFORMATION

★ WHO SHOULD ATTEND

- Managers and supervisors
- Project leaders and team leaders
- Team members
- Anyone wishing to improve their skills with respect to managing conflict

★ OUTCOMES

After attending this course attendees should be able to:

- Learn how to manage conflict constructively
- Better understand the causes of conflict
- Reduce the stress associated with conflict situations
- Achieve greater harmony and therefore productivity in the workplace

★ TAKE HOME TOOLS

- A detailed manual/workbook and electronic copy of course material
- Notepad & pen
- One month of free telephonic and e-mail support included

★ TERMS & CONDITIONS

- **PAYMENTS:**
Payment terms are **30** (thirty) days from date of course completion. The final invoice will be based on the **confirmed minimum number of delegates** provided as follows:
COURSES INSIDE GAUTENG: At least **SEVEN** working days prior to the course
COURSES OUTSIDE GAUTENG: At least **TEN** working days prior to the course
Absent delegates are charged for.
- **POSTPONEMENTS:**
POSTPONE WITHOUT COSTS: If you advise us **at least TWO** weeks prior to the course
PAY 25% OF THE COURSE FEE: If you advise us **less than TWO** weeks prior to the course
PAY 100% OF THE COURSE FEE: If you advise us **within ONE** week of the scheduled course
Once you have postponed, you **cannot** subsequently **cancel** without being liable for the **FULL** course fee.
A new date convenient to both parties will be agreed upon, however all postponements need to be utilised within **SIX** months of the original scheduled course date.
- **CANCELLATIONS:**
CANCEL WITHOUT COSTS: If you advise us **at least TWO** weeks prior to the course
PAY 50% OF THE COURSE FEE: If you advise us **less than TWO** weeks prior to the course
PAY 100% OF THE COURSE FEE: If you advise us **within ONE** week of the scheduled course
- **PRESENTERS:**
Should it be necessary, AstroTech Training reserves the right to substitute the presenter.
- **VENUE:**
If you have chosen to use the AstroTech Conference Centre as the venue for your training, the terms and conditions specific to Conferencing will be provided separately for your acceptance and signature.
- **COMMUNICATION:**
When a person registers on the AstroTech website, is registered on an AstroTech course or sends an email to AstroTech, that person consents to receiving communications electronically or otherwise from AstroTech and/or its business partners.
- **DISCLAIMER:**
AstroTech Training will not be held responsible for any loss, damage or harm, direct, indirect, consequential or otherwise and howsoever arising that may be caused to any person or property during the providing of any services by AstroTech to the client.