



Business Training Experts

Conflict Management

Programme Overview

- Improve your communication skills including listening skills, influencing skills and persuasiveness.
- Learn new conflict management strategies appropriate for different situations.
- Learn new skills for handling difficult people.
- Learn methods for handling conflict and the concept of “Co-operative Power”.
- Become a better negotiator.

Programme Outline

Communicating Effectively

- Listening and Questioning Skills
- Non-Verbal Language
- Assertiveness
- Influencing People

Conflict Management

- Understanding your own approach to handling conflict
- Understanding five conflict management strategies and when to use them.
- Managing the on-going situation.

Skills For Resolving Conflict

- The win/win approach - a new model for a new state of mind.
- Creating co-operative power - negotiation & mediation
- Managing emotions.

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