

Dealing with destructive teamwork on a daily basis?

Is your organisational mission being threatened?

Do you have to face angry, aggressive or demanding employees or customers?

Effective teamwork and harmonious relationships are essential to the productivity of any organisation. Internal pressures can result in people being aggressive, rude or uncooperative thus threatening the organisations mission and prevent it from achieving its long term goals.



Resolving Conflict Effectively

This one day workshop will enable you to handle difficult and potentially confrontational situations effectively and confidently.

Learning Outcomes:

- Identify the different conflict styles
- Clarify the different behaviour types and the effects on yourself and others
- Demonstrate communication skills that help deal effectively with difficult people
- How to respect individual differences
- Deal in fact and behaviour and not in emotions