

Conflict Resolution Workshop



An intensive 2-day workshop designed to understand and develop essential skills and behaviours for managing conflicts in the workplace with emphasis on interactive sessions, case studies, role plays and practices.

Ephod Consulting Associates PL and
Master Trainers Academy
The leading organisation development consultancy
www.ephodconsulting.com

For Whom

- Professionals and Executives
- Managers
- Team members and Leaders

Course Methodology

The workshop will incorporate lecturettes, exercises, case studies, and group discussions. Experiential activities will also be designed to allow participants to understand the concepts and skills taught.

In-Company Workshops

Ephod can provide this workshop in a tailored format for your company in your premises

Over 100 companies have attended Ephod workshops including

Intel, Reuters, SSMC, Philips APAC
Sony-Ericsson APAC, Air Products
Singapore Press Holdings, ZF SEA
AC Nielsen, VOPAK, GELife,
New Toyo International, AIA
Prudential, Avex Electronics
Singapore Yellow Pages, Jebson & Jessen,
Prime Minister's Office
Singapore MRT, Singapore Power
Min of Environment, Ngee Ann Polytechnic,
Singapore Polytechnic, National Library
Board, Infocomm Development Authority,
Mindef Centre for Mgt Devt, Min of
Community Devt and Sports, Min. of
Education, Min. of Manpower, SLA

Workshop Outline

Understanding Conflict

- Understanding and Knowing what is People Conflict and how they arises.
- Understanding Yourself and Others
- Understand yourself and others. The 4 Social Styles

Benefits of Conflict Resolution

- Conflict: An inevitable product of change.
- Five ways to sense conflict
- Benefits of dealing with Conflict

Types and Causes of Conflicts

- Understanding positive and negative conflict.
- What causes conflict?

Basic Conflict Resolution Skills and Process

- Basic skills to resolve conflict. Intellectual skills and EQ Skills, Interpersonal and managerial skills.
- Five steps to conflict management.

Managing Emotions For Successful Relationship

- Taking charge! Controlling Emotions, attitudes and abilities.
- Developing excellence in our work and interpersonal relationship. –the 3Hs
- 6-steps Relationship Failure Recovery Strategy

Duration: 2-day

About Ephod Consulting Associates PL

Since 1996, Ephod has established itself as a premier organisation change and consulting company. It has serviced client throughout the Singapore and the Asia Pacific region.

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