



Effective Communication & Managing Conflict

Course Description:

Effective communication skills are essential for career success and personal achievement. These skills can lead to promotions, better working relationships with peers, management and customers. If your path is towards leadership, effective communication and managing conflict are critical to master. Conflict is a normal part of any social group, the challenge is how to deal with it. Avoiding and ignoring conflict will fester and grow into resentment, withdrawal and infighting.

Course Objectives:

Effective communication includes not just the way you use words but also covers several other skills such as, non-verbal communication, ability to understand your own emotions as well as those of the other person with whom you are communicating, engaged listening, ability to speak assertively and managing conflict

- Learn how to build rapport trust and credibility
- Learn the various communication styles and how to adapt to them
- Develop the skills to positively influence others
- Learn how to communicate with difficult people
- Master active listening skills
- Learn how to hit conflict "Head On"
- Embrace conflict as an opportunity



Effective Communication & Managing Conflict

Who should attend?:

Effective communication and conflict management are skills everyone should learn. Most of us were not taught these skills in school and therefore struggle to achieve success personally and professionally. Our intelligence may get us a job, but effective communication skills and mastering how to manage conflict is what gets us promoted.

Why should you take this workshop?:

Clear and assertive communication skills

- Communicate with confidence
- Give and receive constructive feedback effectively
- Listening skills that create connection

Positively influence others

- What makes people like you
- Build trust and loyalty
- Understand the psychology of influence

Communicating with difficult people

- Learn the seven difficult personality types and how to deal with them
- How to manage your feelings while dealing with difficult people
- How to say “No” without feeling guilty

Managing Conflict

- The “Two Sides” of conflict
- Learn the “Stop-Think-Listen” model of managing conflict
- Understand the “WIIFM” factor