




Conflict Resolution with a Win-Win Outcome

 **6 Jul 2023** (15/6/2023)
27 Oct 2023 (5/10/2023)
 * EB dates in brackets

 9 AM to 5 PM
 Marina Square or similar

Early bird (EB): S\$367.20
Normal: S\$421.20
Members: S\$324.00

* Fees are inclusive of 8% GST

Who would not wish to work in an organisation that is free of disagreement and conflict? As much as we might fear conflict, we know that it is inevitable. In fact, conflict can unveil unexpected benefits such as better ideas, better understanding and better working relationships, if we learn to engage and handle it well.

How you resolve each conflict will depend on its nature and those who are involved. If you want to achieve greater success working with people, be it face-to-face or remotely, you need to get on top of conflict resolution fast, and you can reduce workplace conflict through coaching and training. Come and join us for this workshop to develop your conflict management skills.

Introduction to Conflict Resolution

- What is Conflict
- 5 Stages of Conflict
- What is Conflict Resolution

Understanding Workplace Conflicts

- Conflict Iceberg
- 5 Common Workplace Conflicts and Its Impact
- Conflict Management Styles (using Thomas Kilmann model)

Conflict Resolution Skills and Strategies

- Understanding what matters
- Rediscovering Communication
- Knowing Self and Others

Resolve Conflict like a PRO using ADORE Process

- Acknowledge that the conflict exists
- Describe the difference
- Obtain clarification about the issue and each other's perspective
- Reduce defensiveness
- Explore options / solutions

Ms Susan Lim has 20 years of teaching and training experience in Singapore, Malaysia, Thailand and Myanmar, and aspires to make a difference in the lives of both the youths and adults. She believes in living above the line to create personal power and is future-oriented. She inspires connections between personal and professional goals, and is committed to empower people to exceed their personal best.

Susan's academic credential includes a Master of Education from the University of Melbourne, a Post-Graduate Diploma in Education from the National Institute of Education (NIE) and Bachelor of Science from the National University of Singapore. She is also a DISC Certified Human Behaviour Consultant in Human Behaviour Science, an ACTA Certified Trainer and Assessor, and Workplace Big Five Profile Certified Consultant.

After the workshop, you will be able to:

- identify different styles of conflict management
- examine the strengths and weaknesses of various options of conflict resolution
- apply conflict resolution skills and strategies through a workplace context
- learn and practice relevant communication skills in relation to conflict resolution

Who Should Attend?

All team leaders, supervisors, executives and managers who need to deal with conflict situations.

Methodology

This is a highly interactive workshop with mini-lectures, self-exploration activities, small group discussions, presentations, workplace activities and video-clips. Participants are expected to contribute actively to achieve maximum learning impact.

Register with us now!

1. Online [\[click here\]](#)
2. Request for a soft-copy form
- 6220 4008
- enquiries@eon.com.sg