**Workplace Conflict Management**

**Course Objectives:**

* Identify the causes of workplace conflict.
* State why it is important to resolve conflict in the workplace.
* Understand the basic behavioral styles and know how to adjust to each for conflict prevention.
* Implement appropriate initial responses to workplace conflict and disputes.
* Describe the methods of resolving conflict.
* List the Do’s and Don’ts of workplace conflict.
* Describe the steps in the conflict resolution process.

**Course Outlines:**

* Causes of conflict & Stages of conflict.
* How to diagnose conflict within the organization.
* Essential communication skills in conflict.
* Different behavioral responses to conflict.
* Strategies for managing conflict.
* Encouraging collaborative problems solving.
* Designing conflict resolution processes.
* Six steps to resolve conflict.

**Who Should Attend?**

* All levels of managers and to anyone wanting to advance their communication and interpersonal skills.

**Duration:** 5 Days

**For more information:**

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