

Managing Conflict In the Workplace

Full-day workshop

Enhancing learning and group outcomes for better performance in organisations



Who should attend?

For all level of staff who want to enhance their ability to deal with conflict situations productively. This course will especially equip high potential executives, first-line or middle managers with skill development and tools for growth in the areas of trust building, confidence in holding difficult conversations calmly and assertively and managing conflict situations proactively and effectively.

Objectives and benefits of attending

The Workplace Conflict Management course focuses on the development of conflict management techniques to create more effective outcomes and stabilize business relationships.

This course focuses on a practical application that blends theory and practice for:

- Identifying source and types of conflict
- Learning how to remove emotions from the situation, coping with stress and anger management
- Gaining insight into your own emotional triggers and the tools to productively managing difficult, conflict-prone conversations
- Building greater confidence in managing tough situations with diplomacy, tact and credibility.

This full-day workshop is designed for managers, officers and other staff who wish to increase their effectiveness in managing conflicts, building trust and mediating conflicts between colleagues.

This intensive one-day workshop will enable participants to:

- Recognise conflicts and managing your emotional reaction in a conflict situation
- Gain confidence in holding difficult conversations calmly and assertively
- Choosing the appropriate conflict resolution styles for effective conflict resolution
- Understand their conflict style
- Learn how to communicate assertively without eliciting defensiveness from the other party
- Identify the essential skills of a mediator
- Learn a 6 step approach to mediation

Workshop agenda

Fundamentals

- What is conflict and conflict resolution?
- Identifying source and type of conflicts
- Signs of escalation of a conflict

Handling Conflicts

- Managing emotions in a conflict situation
- Identifying the 5 conflict resolution styles
- 3 ways of managing conflicts
- 6 step approach to conflict resolution
- Assertive communication strategies

Mediation

- Definition and principles of mediation
- Essential skills of a mediator
- 6 step approach to mediation

Methodology

Our teaching approach is highly interactive resulting in a more memorable and enjoyable learning experience. Learning is achieved via real life examples, which reinforces the theory, and topic-related videos. This will be an interactive and hands-on workshop where there will be scenario based activities and group discussions, quizzes, role play and games. Participants will receive a certificate of attendance at the end of the workshop.

About the workshop leader



Jerome Song brings to the workshop many years of management experience in various industries. Jerome has lived and worked in Thailand, China and Japan. Presently, Jerome is a full-time facilitator within PwC's Academy in Singapore. He was previously heading the regional finance team of a marketing communications group in Singapore.

With a great passion for education, Jerome has conducted training for participants in finance, business management, leadership and communications skills both in Singapore and internationally. Jerome is the curriculum developer and master trainer for a managers coaching program for a major public transportation company in Singapore.

Jerome's international corporate experience helps him connect to the challenges faced by both individuals and teams and he is able to bring relevant knowledge and practical experience to the training sessions.

What past participants say

"Excellent program! Picked up useful techniques in handling conflicts at the workplace with confidence."

"Engaging and very informative. Learnt how to handle challenging situations at the workplace and with customers. Thank you Jerome!"

"The workshop exceeded my expectations. Time well spent."

Registration fee

(includes 7% GST)

Early bird

PwC Clients & Alumni: S\$535

Public: S\$580

Normal rate

PwC Clients & Alumni: S\$580

Public: S\$630

10% group discounts for 2 participants & above

How to register

To register, simply select the course via our Training Calendar (www.pwc.com/sg/academy) and click on the chosen course date to access the digital registration form.

For any further queries, please email academy.sg@sg.pwc.com