

Conflict Management

In Brief

Conflict management remains a useful tool for resolving struggle or contest between people with opposing needs, ideas, beliefs, values, or goals. Conflict might escalate and lead to non-productive results. Business cannot thrive in the face of conflicts, divergent needs, ideas, beliefs, goals, or values.

Deliverables:

Training schedule for 20-25 participants

Conflict Management (Day 1)

- The Meaning of Management
- Groupings of Management activities:
- Planning, Organization, Motivation, Control
- Decision Making In Organization
- Decision Making Process and types Of Decision
- Leadership & Communication
- Problems leaders face/ Meet/Leadership Styles

Conflicts and Its Management (Day 2)

- Definition, causes & effects of communal conflicts, minimizing conflicts / How to handle conflicts and advantages / dis-advantages of Conflicts
- Team work

Handling Group Dynamics (Day 3)

- Dealing with interruptions, distractions and disturbances, deviations and never ending discussions
- handling different individuals quiet, talkative, dominant, aggressive, negative, Clown & Positive Persons
- Conflict Resolution

At the end of the training, the participants have knowledge and skills in dealing and resolving conflicts, which promotes the business environment.

Instruments

Situation analysis and participants centred learning

In Practice

Conflict Management has been implemented in Nigeria under the sponsorship of the Niger Delta Region in partnership with the Shell Petroleum Company in Nigeria. It was used as a mediation tool to bring together all aggrieved youths including community members to achieve everlasting peace within the Region.

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Training is done in max. 3 days,
and depends on the necessity of
the target group.