



# YourOwn



YourOwn Institute of Training and Professional Development



## CONFLICT MANAGEMENT FOR MANAGERS

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Bur Dubai - United Arab Emirates

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# CONFLICT MANAGEMENT FOR MANAGERS

A conflict arises when individuals have varied interests, opinions and thought processes and are just not willing to compromise with each other. It is always wise to adjust to some extent and try to find a solution to the problem rather than cribbing and fighting. Conflicts and disagreements only lead to negativity and things never reach a conclusion. It only adds on to the tensions and makes life hell. It actually leaves you drained and spoils your reputation. Every individual should try his level best to avoid conflict at the first place rather than resolving it later. Precautions must be taken at the right time to avoid a conflict.

## COURSE CONTENTS:

### **Section1: Basic conflict management skills and knowledge**

1. Managers know Thyself: The skills and behaviours of great conflict managers
2. Theory to practice: The root causes and cures of conflict
3. The power of negotiation: Essential concepts and skills
4. The alternative dispute resolution process continuum
5. Enhancing diversity, inclusion and intercultural communication skills for the twenty first century organization

### **Section 2: The Prevention and resolution of internal organizational conflicts**

6. Organisational culture: The cornerstone of success
7. Reducing employee conflict: Performance reviews, turnover, motivation and working with unions.
8. Leadership: Creating collaborative teams and organisations
9. Organizational dispute system design
10. The Ombudsman at work. Coaching, Facilitating, training and shaping organisations

### **Section3: The prevention and Resolution of external organizational conflicts**

11. Principles and systems for superior customer service and customer recapture
12. Public Policy decision making and collaboration
13. Facilitating meetings and large group
14. Decision making processes

**DURATION: 12 HOURS**

## ABOUT US:

Your Own Institute of Training and Professional Development is established in 2021 with the approval from DED and KHDA- Dubai.

A set of experienced Educational Experts, world class Trainers and Professional consultants who know the need and pulse of the working force, are behind this venture. This Institute is developed after doing immense market survey from the working force and the Corporates. We collected feedback from them and realised what they want exactly to upgrade in their professional career.

As the name suggests it is 'YOUR OWN INSTITUTE'. We are committed 100% Customer happiness. Excellent consultation, career counselling based on TNA and world class training are our highlight.



We at YOI, offer you a wide range of Professional courses. Whichever field you are working, we have a course for your Professional Development. We provide a complete exam preparation for Professional courses like ACCA, CIMA, CMA, CPA, CIA, CFE, CAMS, IATA courses, international HR Certifications, PMP, Six Sigma, NCMA programs and many more. Besides these, we have KHDA certificate programs on Airline and travels, Accounting and finance, Engineering, IT, Languages, Logistic and Supply chain and courses related to Management. All these courses are approved globally and attracts employment opportunities from Multinational companies.

We at Your Own Institute also provides excellent coaching and training for the Corporates. We have a team of Professionals who can tailor made and customize the programs for you in a very affordable budget and we guarantee your satisfaction as an end result. We also offer you one day and two-day workshops to upgrade the skills of your employees.

We are offering both Online and on-site classes. We are open to conduct the classes at our premises, your company premises, Hotels or any venue according to your convenience. We guarantee on quality and satisfaction on every situation.

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