

# Rhema Skills Development Courses

**Course Title:** Conflict Management

**Duration:** One Day

## Course Objectives:

As a result of this course you will be able to:

- Understand the different types of conflict
- Identify different sources of conflict
- Recognise the difference between confrontation and conflict
- Analyse conflict situations and respond effectively
- Use an appropriate conflict management style
- Use self-insights and knowledge of conflict resolution to resolve conflicts at work

## Course Content:

- What is conflict? How do you view conflict?
- The different sources of conflict
- The different types of conflict
- Analysing situations in which you find you are in conflict
- The different conflict resolution styles
- Which is your preferred style?
- How and when to use each style
- Conflict management skills
- Avoiding unnecessary conflicts through the use of confrontation