



achieve spirited dialogue
speak persuasively
build acceptance
foster teamwork

Conflict Management

The Art of Conflict Management course enables leaders to handle conflict effectively to resolve issues. This 1-day workshop equips participants with the strategies to properly manage conflicts for positive outcomes. Leaders will walk away with the tools to speak persuasively, arrive at resolutions, avoid pitfalls, build acceptance, and improve team engagement.

At the end of this workshop, participants will be able to:

- Achieve spirited dialogue via crucial conversation.
- Use tools to speak persuasively, not abrasively.
- Seeing better resolution & results when faced with critical issues.
- Avoid the pitfalls of avoiding conflicts with others
- Foster teamwork and better decision making.
- Build acceptance rather than resistance.
- Resolve individual and group disagreements.
- Enhance communication and discussion of sensitive and critical issues while maintaining relationships.
- Improve team engagement and positive work environment

DATE
25th AUGUST 2021
WEDNESDAY
TIME
9.00am – 5.00pm



SPEAKER
KC LEE

LEARN ANYTIME AND ANYWHERE!



SAVE COST



SAVE TIME



STAY SAFE



STAY AHEAD