



## MCLS01 – Master Class - Conflict Management

### Description

Team conflict is a natural part of any collaborative environment. Teams are made up of individuals with different backgrounds, perspectives, and working styles. This diversity can be a strength, but it can also lead to conflict. If conflict is allowed to fester, it can lead to decreased morale, productivity, and increased turnover. While conflict can be disruptive and frustrating, it can also be an opportunity for growth. It can lead to better decision-making, more innovative solutions, and a stronger team. It is always better for individuals to try and resolve conflict themselves. But this often does not happen. The way you as a leader or co-worker deal with conflict will set the tone for the team and it will determine if conflict is a tool for growth or a tool of destruction. But its impact can be minimized if it is addressed promptly and effectively. If managed effectively, conflict can create a more harmonious, positive and stronger team.

Here's what you'll learn:

- Explain the basics of conflict (What's, why's and when's)
- Understand your own style when dealing with conflict
- Feel more confident in dealing with typical conflict situations
- Understand the best conflict resolution approach to take for situations
- Know what to do and not to do in conflict situations
- How to assist or mediate a conflict situation

### Course Materials

Materials include access to Promote – Our Learning Transfer Platform, Resolving Conflict with co-workers elearning module, exercises and handouts.

### Intended Audience

This course is aimed at anyone who wants to improve their conflict management skills.

	PMP®	PgMP®	PfMP®	PMI-PBA®	PMI-ACP®	PMI-RMP®	PMI-SP®
Ways of Working	0	0	0	0	0	0	0
Power Skills	4	4	4	4	4	4	4
Business Acumen	0	0	0	0	0	0	0
<b>Total</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>4</b>

### Course Duration

This is a half day training module. The course starts at 08:00 and finishes at 13:00.

### Training Medium

Pre-work, Classroom, practical exercise based. This is a highly practical course.

### Pre-Requisite Learning

None

pm.ideas PMI® ATP Number: 2604

### Course Topics

- Common reasons for workplace conflict
- Conflict management style self-assessment
- Practical application of Conflict management Strategies

Would you like this training adapted to your needs? Contact us for a proposal.

For course dates, booking and information, contact us on [www.pm-ideas.net](http://www.pm-ideas.net) or +27 (0) 11 706 6684.

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