

Conflict Management & Resolution – Essential Soft Skills for Corporate Success

Skills & expertise to help you increase your knowledge in the field of various essential soft skills

About the Workshop

Conflict management is the practice of being able to identify and handle conflicts sensibly, fairly, and efficiently. Since conflicts in a business are a natural part of the workplace, it is becoming important that people should understand conflicts and methodologies to resolve them by using appropriate tools. The reality and assumptions in the form of story and facts were presented by using different real-time use-cases which are considered to be the root cause of many conflicts including conflict resolution process and strategies to effectively resolve critical issues were also discussed.



A workshop designed to develop leaders for tomorrow:

Today, as companies increasingly need to become more dynamic, interconnected and flexible, thus soft skills are becoming critical. According to various global surveys and reports, senior executives are now considering the acquisition of soft skills as an essential components important to fostering employee retention, improving leadership capabilities and qualities, and building a meaningful culture under an stressful challenging environment.

This workshop is designed to help resources today to improve their conflict management and resolution skills with a vision to develop dynamic leaders for tomorrow.

Course Highlights

The lack of Soft Skills among potential and existing employees is a significant problem for many businesses. Acquiring Soft Skills training for Business and Corporate Sector employees will pay immediate dividends by filling the appropriate industry gap and creating a dynamic leadership resources which is equally essential to successfully compete in this stressful journey of digital transformation and disrupted technology world.

The workshop shall discuss various techniques, methodologies including classroom discussion based activities and exercise quizzes followed by video demonstrations.

About the Workshop Facilitator

These workshops will be imparted by an experienced passionate trainer with 25+ years of career experience conducting education and training services both locally and internationally. Our facilitator have worked for local and international technology leading organizations from technology hands-on to C-level positions. These organizations includes IBM, Fujitsu, ICL, Si3 where he served different portfolios like Advisory IT Specialist, Country Systems Product Manager, Enterprise Business Development Manager, Client Technical Architect, VP IT Infrastructure, Director Technology Deliver Services and COO. These workshops are unique in

a sense because it is going to be delivered by a professional managing 250 plus technology and business professionals at one time, interfaced with entry to enterprise business industry-wide customers, earned respect throughout of his career, successfully delivered large turned key projects under extreme and stressed time lines, developed 500 plus professionals who are currently working in different top 10 computer vendor organizations and in various local and international organizations.

Apart from various industry professional certifications, he is one of the few Pakistani who has co-authored and contributed in 10 IBM Redbooks, developed seven-times IBM AIX operating system certification exams, a part of teams developed IBM AIX 6 and 7 courseware's. He has also designed and developed 20 plus professional courseware's based on Storage and Digital technologies, Enterprise Architecture, Information Security, Cybersecurity, Industry 4.0, Essential Soft Skills.

Target Audience

- Employees in the workplace including customers from all Line of Businesses including Business, Application, Audit, Risk, Compliance, Security, Network, IT operations, Enterprise Architecture, Project Management, Human Resource, Technical Writers, and Legal professionals.
- This workshop is also suitable for Pre and Post Sales Technology Specialists, IT Professionals, IT Consultants, Systems Integrators, Systems & Solution Architects, Sales and Marketing Specialists, Trainers, Young Leaders and Managers.

Conflict Management & Resolution Workshop Contents

- A 20 minute **ACTIVITY** based on measuring STRESS level of employees during Pandemic.
- Describing issues and conflicts.
- Differentiating between reality and assumptions.

- Root causes of conflict in the workplace.
- How conflicts triggers.
- How to avoid conflicts.
- What Triggers Me? Know your weak points - Exercise.
- The effect of conflict on organization performance.
- Functional and dysfunctional conflict.
- Understanding the types and sources of conflict.
- How to handle EGO.
- How we communicate is important and how to handle conflicts.
- Conflict – Some of the root causes.
- Understanding conflict management and their types.
- Five conflict management strategies.
- Understanding conflict resolution and Conflict resolution process.
- Key steps to conflict resolution.
- How we communicate is important.
- Types of conflict conversations.
- Prepare for difficult conversations.
- Things to remember after resolving conflicts in workplace.
- Prepare for difficult Conversations.
- Important things to remember after resolving conflict in the workplace
- Tools for resolving conflicts.
- Considering Executive Interview to resolve conflicts.
- Conflict management and resolution - Best practices.
- Workshop Assessment.

The Importance of Soft Skills in the Workplace.

We have all heard of soft skills versus hard skills. Some may still focus all their attention on gaining the hard skills, and found neglecting soft skills in most of the cases. In a nut-shell, soft skills are positive personal attributes that can enhance an individual's performance both on the job and in life, as opposed to hard skills, which are the skills required to perform the occupational requirements of a position.

Being adaptable in the workplace can be important when working on projects, developing strategies and implementing different approaches to doing your job. By showing your employers your adaptability skills, you are revealing how motivated you are to try new things and learn new skills.

This one day workshop shall discuss various techniques, methodologies including general discussions based on activities and workshop assessments.

Detail Information

Course Code	: TN301
Course Duration	: 1 Day
Course Location	: TLC, Customer On-site and Online
T&C	: 100% payment in advance.
Course Deliverables	: Comprehensive Student Guide and Workshop Certificate.
Course Fee	: Available on request

For additional information, please write to us at: info@tlcpak.com

