

## INTRODUCTION

Conflict Management is a skill that gives people the knowledge and techniques to address conflict, with practical strategies, tips and advice. This program helps your people to recognize that conflict is inevitable, and that it can be healthy when appropriately managed by proper communication. These time-saving techniques enable the participants to develop skills and techniques for managing conflict effectively, and to achieve positive outcomes, rather than to prevent all conflict. Go beyond the theory of dealing with conflict, with practical activities and role-plays that can build skills and confidence

## OBJECTIVES

At the end of the course, participants are targeted to learn and apply:

- How does Conflict arise at the workplace?
- Beliefs and Values
- Understanding Communication Patterns
- Rapport Building Strategies
- Assessing the Conflict Situation
- Conflict Resolution Styles
- Building Reconciliation and Collaboration Methods

## COURSE OUTLINE

### Understanding Conflicts and its Communication

- Guiding Principles of Conflict Management
- Process of Managing Disagreement
- Core skills and processes for managing conflict Personal values and beliefs
- Getting the message across
- Insights to Quantum Linguistics
- That's not what I meant at all – V.A.K
- Putting yourself in the other person's shoes
- Conflict escalation and how to avoid it
- Insights to human behavior
- Why are people difficult?
- Disagreeing assertively
- Constructive criticism
- Soothing or stoking – Techniques for building rapport

### Addressing Conflict – Skill application in different situations

- NLP Strategies for better communication
- Getting good results
- Keeping on track
- Conflict with customers
- Conflict within teams
- Finding common ground
- Inner conflicts
- Conflict in organizations
- Managing conflict with colleagues
- Conflicts between teams
- Managing conflict for positive outcomes

### Reflective – Application – Conclusion

### ABOUT THE TRAINER – MR. PRAGA

Praga is a highly interactive and innovative trainer, whose work is mainly based on research and applied knowledge from extensive experiences in benchmarking organizations best practices. His training uniqueness comes from his Accelerated Training Approach which is built on Learning Design Re-patterning Model™ known by many to be entertaining, refreshing, yet filled with success formulas.

Praga is the co-founder of Accelerated Training Approach built on Learning Design Re-Patterning™ Model and a Fellow Member with the Institute of Therapies Management (London).

He holds a Degree in Business and several Diplomas in Psychology and Psychotherapy and a Masters in HRM & Organizational Psychology. He's also a:

- Certified Master Trainer in Psychotherapy
- Certified ATA Master Trainer
- Certified Psychometric Profiling Trainer
- Certified Trainer in Applied Counselling
- Certified Stress Management Trainer
- Certified NLP Master Practitioner
- Certified Master Life Coach
- Certified Behavior Management Specialist.

Praga is the only Singaporean to be certified as a Master Trainer with the Institute Therapist Management of London researching on Human Behavior. Praga travels extensively while working with many supporting partners globally. His expertise in training management are vast and some to name were in developing organizational framework, managing training initiatives, product/course development and customization, training facilitation and conducting needs analysis. teambuilding, among others. She has also worked with the Workforce Development Agency of Singapore to develop training content for the Employability Skills System.

# Managing Conflicts

## By Praga



Decide with Confidence

**Date:** 4 May 2012, 9am – 5pm

**Venue:** TBA

**Fee:** [  ] S\$530 (before GST) for D&B Subscriber [  ] S\$640 (before GST) for Non-subscriber  
(Includes materials, refreshments and lunch)

**EARLY BIRD – Fax in your registration before 4 April to receive a 10% off regular fee**  
**Or, GROUP SAVINGS – Send 2 or more participants to enjoy a 10% off regular fee**

**Fax the completed registration form to 6778 3853**

### Participant(s) Information

**Name 1:** \_\_\_\_\_ **Job Title:** \_\_\_\_\_

**Email:** \_\_\_\_\_ **(DID):** \_\_\_\_\_

**Name 2:** \_\_\_\_\_ **Job Title:** \_\_\_\_\_

**Email:** \_\_\_\_\_ **(DID):** \_\_\_\_\_

**Name 3:** \_\_\_\_\_ **Job Title:** \_\_\_\_\_

**Email:** \_\_\_\_\_ **(DID):** \_\_\_\_\_

### Company's Information

**Name of Company:** \_\_\_\_\_

**Address:** \_\_\_\_\_ **(Postal Code)** \_\_\_\_\_

**Telephone:** \_\_\_\_\_ **Fax:** \_\_\_\_\_

**Liaison Officer:** \_\_\_\_\_ **Job Title:** \_\_\_\_\_

**Email:** \_\_\_\_\_ **(DID):** \_\_\_\_\_

### Payment Information

[  ] D&B subscription units (Account no: \_\_\_\_\_)

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### Cancellation Policies

1. A seat will be reserved upon receipt of completed registration form, and confirmation of seat upon payment received.
2. A substitute participant is welcome at no charge should you not be able to attend. Please provide the necessary details. Only cancellation made 7 working days before commencement is entitled to full refund of seminar charges (only applicable to cheque or credit card payment). No refund thereafter including no show during day of commencement. A complete set of materials will however be sent to you.
3. For D&B subscribers opting to pay through D&B subscription units, deductions would be made upon receipt of completed registration form. In the event of any postponement/cancellation of seminar by D&B; or withdrawal from seminar by participant(s), units deducted would not be credited. However, a replacement of seminar (of same value) would be given and to be utilized within 6 months.
4. D&B reserves the right to postpone or cancel the seminar for reasons whatsoever. In such a case, D&B will provide a full refund to registrants who have made cheque/credit payment towards the event and such registrants shall have no claims against the company.
5. D&B reserves the right to change venue due to unforeseen circumstances.