An accredited provider with the Services Seta (Dec nr 1324) presents:

Surviving Conflict

Wouldn’t it be great if the people in your life came with an instruction manual? Imagine how much stronger your relationships would be if you really understood what made people tick — both when things were going well and when there was conflict and opposition.

The ability to handle conflict and difficult conversations is one of the most important aspects to have as a happy functioning person. Whether you are a manager, a parent or a teacher, conflict is inevitable, but combat is optional!

This impactful 1 day workshop will give insight into your style of handling conflict, and tools to manage yourself through it. We will also touch on aspects to assist you in viewing conflict in a way that will cause less stress and more appreciation.

Learn how to:
- Manage strong emotions in the conversation.
- Communicate clearly and powerfully
- Maintain boundaries
- Confront someone without provoking them
- Tackle a difficult conversation
- Stay focused on finding a solution

Time: 08h30 – 17h00
Cost: R1900 (excl VAT) p.person
Including:
- SDI® Conflict Preference Profile,
- Workbook and training material

OR schedule your very own in-house date
Bookings: info@strongfoundation.co.za

If you don’t talk it out, you will act it out...

What you can expect to learn:
- Defuse emotionally charged situations
- Manage strong emotions
- The Brain and its influence in conflict
- Self-awareness and -Management (EQ) and its influence in conflict
- Our emotions (EQ) and its impact on conflict
- Empathy & Boundaries and its place in conflict management
- Develop constructive conversations with employees and teams
- Prevent future pain and misunderstanding
- Impact of Personality and brain preference types
- How perceptions influence these conversations
- Efficiently address concerns in the moment
- Communication and its key importance in conflict management
- Initiate difficult conversations with ease
- Assertively challenge negative or destructive attitudes or behaviours
- Strategies and steps for dealing with difficult conversations & conflict
- Improve workplace morale

Peace is not the absence of conflict, it is the ability to handle conflict by peaceful means. ~ Ronald Reagan