

# Managing Conflict for Managers

Course information



**tnta**  
THE NATIONAL TRAINING ACADEMY



# Overview

Conflict is a verbal or physical struggle between people. It can be between two people or can involve several people or groups.

Conflict is an inevitable part of life. When people come together with different personalities, backgrounds, beliefs, and views, conflict will eventually happen.

Organisations can be stressful, busy, have tight deadlines, and have a chaotic environment. Working with those conditions can cause conflict. It is important to know strategies on how to deal with those situations.

This course is suitable for all managers as conflict inevitable. Every manager will be faced with it at some point in their working life.

## This course contains the following modules:

**Module 1** - Understanding conflict and how to manage it- In this module you will look at sources of conflict, resolutions to conflict, communicating emotions, “I” statements, and effective communication strategies.

**Module 2** - Styles for dealing with conflict- In this module you will look at conflict management styles, your preferred style and which style is appropriate for different situations.