

## managing conflict

### course description

Conflict is an inevitable and necessary part of communication. It arises when communication partners assert differing positions, but must agree on only one result. Although at times painful, conflict can be productive, if it achieves a positive solution. The challenge in managing conflict, therefore, is how to ensure that it achieves positive results.

The focus of this course is on managing conflict and, at the same time, improving communication among colleagues. In the course, participants will improve their assertiveness, communication and negotiating skills, all of which are essential tools for managing conflict.

### learning objectives

By the end of the course, delegates will be able to:

- communicate more effectively
- recognise the causes and potential results of conflict
- judge the impact of conflict on communication and vice versa
- be assertive in managing conflicts
- understand the impact of culture and language on communication and conflict
- manage the emotional dimension of negotiation and conflict resolution
- apply different strategies for achieving positive results through conflict resolution

### target audience

Anyone who has to manage conflict situations

## REGISTRATION FORM

Form to be completed by training department / line manager

### Managing Conflict 13 August 2010

I, undersigned

Name	
First name	
Company	
Position	
Telephone	
Fax	
Email	
Billing address	

register the following person/people for the above-mentioned training course :

	Name	First name	Position
Mr / Mrs / Ms			
Mr / Mrs / Ms			
Mr / Mrs / Ms			
Mr / Mrs / Ms			
Mr / Mrs / Ms			
Mr / Mrs / Ms			
Mr / Mrs / Ms			
Mr / Mrs / Ms			

I have read and accept the following terms and conditions

Date and signature

**Please return this form by fax to +352 22.55.99.99 or +352 22.06.39**

## Terms and conditions

### Fees

The rate for the training course is 400 Euro per person per day. The fee includes all supporting material, lunch and refreshments.

### Payment

The course fee must be paid in full on receipt of invoice. An invoice will be dispatched after completion of training.

### Cancellation policy

Courses that have been booked may be cancelled up to 10 business days before the scheduled date. If the course is cancelled after that time, it will be subject to a cancellation fee of 50% of the fees due up to 5 business days before the scheduled date and 100% after that time.

**fast training** reserves the right to delay or cancel training course at any time without liability. In these circumstances, participants will be offered an alternative date.

### Contact

For further information, please contact us:

Telephone: +352 22.55.99.1

Fax: +352 22.55.99.99

Email: [info@fasttraining.eu](mailto:info@fasttraining.eu)