

# MentorTraining

Corporate Computer and Soft Skills Training  
*Serving the Bay Area since 1987*

## **Conflict Management**

### *Communications Series*

#### **Course Description:**

This course enables participants to discover their conflict management style and improve her or his effectiveness in resolving conflict. Attendees will gain new skills that will help them build collaboration with others, listen better and speak more assertively and powerfully. They will also discover ways to constructively deal with defensiveness and conflict at work.

**Course Length:** Three hours of instruction, typically 9-12 noon or 1-4 PM.

**Course Audience:** Anyone in management, or those who have supervisory responsibilities (or soon will).

#### **Course Objectives:**

1. Participants will learn their own approach to dealing with conflict and understand how to become more effective in conflict situations.
2. Participants will learn specific steps to take when they are in conflicts.
3. Participants will learn how to mediate conflicts.
4. Participants will understand a conflict map to follow when they are leading discussions where conflict is present.

#### **Course Outline:**

- Your orientation to conflict
- Best practices in conflict management
- Acting as mediator
- Approaches to conflict management

#### **Course Methodology**

Facilitators use a variety of training methods for each workshop, including large group discussions, individual work and reflection, assessments, small group discussions and exercises, case studies and simulations for role-play. Videos that are applicable will form a part of some workshops.

Customization will be based on information provided by the human resource department or the individual department prior to the workshop. These will be interactive workshops with a 40/60 split between concept/theory and practical application of skills discussed. Class size should be kept under 25, so each participant will have the opportunity to gain techniques for the types of situations they deal with or expect to deal with.

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## **About the Instructor:**

The instructor for this course has been a soft skills instructor and coach to Bay Area companies for 30 years, and is also the author of the courseware. He is a master trainer, having delivered over 2000 training sessions and trained dozens of instructors in his career. He has authored a full series of managerial soft skills courses, and he specializes in communication and relationship topics.