



PREMIER QUALITY SERVICES LIMITED
(A subsidiary of the Trinidad & Tobago Bureau of Standards)

presents

MANAGING CONFLICT

Traditionally, managers view conflict as an undesirable phenomenon within organizations and strove to decrease conflict as much as possible. In fact, a conflict-less organization may have been viewed as the ideal. Today managers have come to recognize that if properly managed, conflict can be a invaluable source for creativity and organizational innovation.

Program Topics

- √ The causes and types of conflict in organizations
- √ The Three stages of conflict
- √ Conflict Management Styles
- √ Collaborative and Constructive Conflict Resolution
- √ The Constructive Confrontation Model
- √ The Alternative Dispute Resolution Model
- √ The Role of Creativity in Conflict Resolution
- √ Non-adversarial conflict resolution
- √ 10 Tips for dealing conflictual customers

Outcome

Given conflict situations participants in this course will be able to adopt the techniques acquired in this course including:

1. Alternative Dispute Resolution and
2. Collaborative conflict management

to transform situations of conflict within organizations to bring about creativity and contentment among adversarial or non-adversarial parties.

Who Should Attend

The primary audience for this course is leaders and members of groups who work together or who meet frequently for the purpose of making common decisions. These groups take many forms: work units, task forces, project teams, standing committees, boards of directors, hospital treatment and others.

Organizational and business managers and supervisors who manage people and projects will find the skills acquired in this course to be an indispensable.

Facilitator

Lionel Douglas (B. Comm., M.A., Ph. D)

Mr Douglas is qualified in Instructional Technology, Performance Management and Information Systems. He has approximately seven (7) years as experience as an educator and 20 years experience as an information expert. His expertise extends to Alternative Dispute Resolution, Intellectual Capital Management, Performance Improvement and Business Process Re-Design.

Date: To Be Advised

Venue: Premier Quality Services Conference Room

Cost: \$2400.00 (Vat Inclusive)

Time: 8:00 a.m. – 4:00 p.m.

All material required for effective learning and appreciation of the subject area by participants will be provided.

For further information, contact: Inga Dottin

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