

Managing Conflicts in the Workplace

MEDIUM : Cantonese / English
FEE : HK\$3,480

COURSE CODE : MCW
EARLY BIRD : HK\$3,180

DURATION : 1 Day

19 Jan, 2017 (Thu)

Conflicts can often expose hidden flaws in an organization. As such, when managed well, conflicts can be turned into rewarding learning opportunities for everyone concerned. If not managed well, conflicts can lead to a great deal of damages, resulting in loss of morale and productivity. **The purpose of this workshop is to provide an overview of a conflict management process that can be applied to most organizations today. Through mini-lectures, discussions, simulated exercises and demonstrated role plays, participants will learn of the key steps to prevent, detect, resolve, and learn from conflicts. Adoption of this system will not only help managers deal with conflicts at hand, but turn conflicts into learning opportunities.**

Benefits to the organization:

- Greater harmony in the workplace
- Increased productivity

Benefits to the individuals:

- Better equipped to manage conflicts in the workplace
- Better ability to work together with others

Course Outline

The focus of the day will be on understanding the causes behind some common conflicts, detection of conflicts, and how to resolve conflicts between two parties.

1. Introduction

The workshop will start with a *demonstrated role play* reflecting a typical conflict situation at work. This will be followed by a *brief discussion* on:

- Types and needs of internal customers
- The nature of conflict
- Why conflicts are necessary evils in the workplace
- Common conflicts

2. Detecting conflicts

Early detection of conflicts makes them a lot easier to manage. This session comprises *discussions* on:

- Symptoms of conflict
- When a conflict gets out of control
- Advantages of early detection
- What to look for in the workplace

3. Case studies

Participants will *share in groups a positive experience* when they have successfully resolved a conflict. Two to three individuals will be asked to *present their cases* to the audience. Their cases will be analyzed to identify the common factors involved in successful conflict resolution, including:

- Rapport and trust
- Communication techniques
- Conflict management strategies

4. Resolving a conflict between two parties

Riding on the information from above, and using *demonstrated roleplays, mini-lecture, simulated exercises*, participants will learn how to resolve a conflict between two parties at work. Included in this discussion are:

- Mediation strategies
- When should you call a joint meeting between the conflicting parties?
- Setting objectives and ground rules
- Do's and don'ts in a joint meeting
- *Simulated exercise*

COURSE ARRANGEMENTS

Week	Course Date	Course Title	Course Code	Duration (Days)	Fees* (HK\$)	Enroll before these dates to Enjoy our Early Bird Rates	Cancellation Deadline	Medium of Instruction
3	Jan-16, 2017	Leadership Skills Workshop	LSW	1	HK\$3,480	HK\$3,180 Dec 23, 2016	Dec 28, 2016	C/E
	Jan-17, 2017	Effective Communication and Interpersonal Skills in the Workplace	ECISW	1	HK\$3,480	HK\$3,180 Dec 23, 2016	Dec 28, 2016	C/E
	Jan 18-19, 2017	Managing People for Win-Win Results	MPWWR	2	HK\$6,480	HK\$5,980 Dec 23, 2016	Dec 28, 2016	C/E
	Jan-19, 2017	Managing Conflicts in the Workplace	M CW	1	HK\$3,480	HK\$3,180 Dec 23, 2016	Dec 28, 2016	C/E
	Jan-20, 2017	Corporate Image + Business Etiquette	CIBE	1	HK\$3,480	HK\$3,180 Dec 23, 2016	Dec 28, 2016	C/E
4	Jan-23, 2017	Blue Ocean Problem Solving and Decision Making	B-PSDM	1	HK\$3,480	HK\$3,180 Dec 30, 2016	Jan 04, 2017	C/E
	Jan-24, 2017	Presentation and Communication Skills	PCS	1	HK\$3,480	HK\$3,180 Dec 30, 2016	Jan 04, 2017	C/E

C = Cantonese, E = English

TIME: 9:00 am - 5:00 pm daily **VENUE:** Regal Hongkong Hotel, Causeway Bay, HK.

* Fees include refreshments and buffet lunch

** We accept P. Cards

PAYMENT AND CONFIRMATION:

- Seminar fees cover full set of course materials, lunch and refreshments. Seminar fees are payable in advance.
- For enrolment by email, please provide all information per the standard Enrolment Form on this page.
- For enrolment by fax, mail or email, CEL will issue an acknowledgement fax or email to the Authorized Person the next day from receipt of the enrolment.
- Enrollments received by fax, mail or email on or before early bird deadline will be entitled to the early bird rate.
- Joining instructions for confirmed registrations will be sent to the Authorized Person about 2 weeks before the seminar.

CANCELLATION AND SUBSTITUTION POLICY:

- There is no cancellation charge for cancellations made on or before the cancellation Deadline.
- Registrant(s) who fail to attend, or who cancel(s) after the cancellation deadline(s) are liable for the entire fee.
- All cancellations should be notified in writing.
- Enrollments received AFTER the cancellation deadline are subject to the same cancellation deadline.
- Registrants may send substitutions in their place anytime. However, substitutions are not allowed once a seminar has commenced.

ATTENDANCE CERTIFICATE:

A Certificate of Completion will be given to each delegate who have attended more than 70% of the enrolled course(s).

CORPORATE DISCOUNT SCHEME & QUANTITY DISCOUNTS:

Please visit our Website at www.celhk.com or telephone Ms Mak at 2838 1182 to inquire the above.

Communications Engineering Ltd. reserves the right to vary the course programmes or arrangement if this proves necessary.

ENROLMENT FORM

Name	Job Title	Tel No	Mobile No	Course Code
(Mr/Ms) _____	_____	_____	_____	_____
(Mr/Ms) _____	_____	_____	_____	_____
(Mr/Ms) _____	_____	_____	_____	_____
(Mr/Ms) _____	_____	_____	_____	_____

Company Name :

Address :

Contact Person : (Mr / Ms) **Job Title :**

Direct Line : **Email Address :**

Mobile : **Fax :**

Authorized Person : (Mr/Ms)

Job Title : **Direct Line :**

Signature : **Date :**

Cheque enclosed for HK\$

Please note seminar fees are payable in advance

Made payable to **Communications Engineering Ltd.**

Please tick (✓) if you require a receipt



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