

EFFECTIVE CONFLICT MANAGEMENT TWO DAY TRAINING

- Understand conflict patterns and learn conflict management strategies
- Improve your conflict management skills
- Handle disagreements constructively



Conflicts, if not managed well, can have a significant negative impact on personal and organizational effectiveness. Conflicts can distract people from their objectives; can decrease motivation; can block decision making, or the implementation of decisions, and so on. However, if managed well, conflicts can facilitate change, growth, and can strengthen the cohesion between people.

The course is highly interactive – your concerns and questions will be addressed with top priority.

Learning Objectives/Content:

- Understand the different types and sources of conflicts;
- Learn about the impact of individual and cultural differences, especially in terms of Chinese-Western cultures;
- Learn the 4 Conflict Styles, and gain a clear picture of your own conflict style tendencies;
- Learn the major conflict management strategies, and how to choose the strategy according to the situation;
- Learn conflict management tools and techniques;
- Improve Assertive Communication and Empathic Listening;
- Learn the 6 Steps of Conflict Management Process;
- Learn methods of preventing conflict.

The content is based on thoroughly researched models and tools of Organizational Behavior; and it is enriched with case studies, exercises, discussions and personal experience.

"Difficulties are meant to rouse, not discourage. The human spirit is to grow strong by conflict."

-- William Ellery Channing

TRAINING METHODS

The training will use learner centered interactive methodology:

- ✓ Conflict style assessment;
- ✓ Self-reflection and exercises;
- ✓ Role plays;
- ✓ Workshop elements;
- ✓ Sharing and discussions.





GOING DEEP INTO THE TOPIC

HIGHLIGHTS OF THE JOURNEY

Day 1.

- ✓ Conflict simulation
- ✓ Analyzing your conflict
- ✓ Conflict patterns and strategies
- ✓ Play it out – role plays
- ✓ Walking the 6 Steps of Conflict Management Process

Day 2.

- ✓ Practice, practice, practice!
- ✓ Vocabulary and language patterns
- ✓ Skill building role plays
- ✓ Preventing unnecessary conflicts
- ✓ Wrapping up your take-away
- ✓ Knowledge retention test

TRAINER PROFILE

Mr. Gabor Nagy, Managing Director of HRO, Senior Consultant and Trainer.

- ✓ Fluent in Chinese (started to study it in 1987);
- ✓ 8 years corporate trainer experience;
- ✓ Co-author of the FIT In™ Personality Assessment and HRO Motivational Questionnaire.

As a trainer, he uses a blend of approaches combining “intellectual” with “experiential” learning and workshop elements to achieve a lasting impact. Client companies who reordered his in-house programs include: Allianz, Bacou-Dalloz, Bosch, Codelco, Delphi, Degussa/Evonik, Freudenberg Group, Fuchs Petrolub, Gale Pacific, Intel, Knorr-Bremse, NIP, Schenker, Shanghai Volkswagen, Sinochem. He has been an invited speaker and lecturer at the German, Swedish, British and American Chamber of Commerce, and at the Tongji, Jiaoda, Maritime, Nordakademie University MBA/EMBA classes. He started learning Chinese language in 1987, and began his career as a Chinese-Hungarian interpreter in Hungary, before holding a number of challenging positions across China for Global Autotech (Beijing Rep. Office Manager), Singapore Premier Technologies (Market Development Department Manager), and eGate InfoTech (Business Consultant). Since 2005 he has been a Visiting Professor at Shanghai Institute of Foreign Trade. He is fluent in English, Chinese and Hungarian.

MAPPING THE WAY TO THE LIGHT



For more information and booking, please contact:

Mr. Gabor Nagy, +86-21-64600287 ext 608
Mobile: +86-13818535635 gabor@hrobjective.com