

CONFLICT MANAGEMENT AND NEGOTIATIONS SKILLS

- Public Courses
- In House Courses
- Customised Training
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A willingness to trust and openly listen to alternative ideas and views is essential for collaboration to be successful – Dale Eilerman

OVERVIEW

The course takes a holistic and realistic look at the nature of conflict in South African workplaces. It considers the inter-personal, institutional, racial, class and ideological dynamics that underlie so many workplace disputes. It looks at the best ways to settle these disputes and maximise team coherence. These ways do not always come naturally to us and any team leader will benefit from learning our conflict settlement techniques, which have a specifically South African content and style.

Our facilitators have years of experience as specialist mediators and negotiators in high-stakes, industrial conflicts. They are thus able to move beyond the world of theory into the nitty-gritty of real conflict and real solutions.

The course is interactive and utilizes role plays to practice and test taught strategies.

OUTCOMES

- Discover your own, inherent conflict management style
- Self-awareness allowing for smarter leadership and conflict management
- Learn how to hone negotiating skills, whether in contract or wage negotiations
- How to mediate a wide range of actual workplace disputes
- How to maintain impetus and break deadlocks even in the ugliest battles



CONSULTING



TRAINING



HEARINGS



INVESTIGATIONS