



# Managing & Resolving Conflict. 2 Days

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**Dates:** October 27<sup>th</sup> & 28<sup>th</sup> 2010  
**Location:** Dubai, UAE.



## Introduction

A business environment has people working together to achieve similar goals. In this scenario there are always going to be people that bring with them personality traits and social styles that are unique to the individual.

While some characteristics are welcome, there are others that can result in unnecessary challenges and ultimately affect the dynamics of the office environment and the team.

**The ability to deal with conflict** between different social styles and personality traits allows us to create a happier and more productive working environment.

This 2 day course will provide the skills and techniques necessary to deal with conflict and manage your team dynamics.

## Course Objectives

Attendees will gain insight into their own personality style and the styles of others and help them learn how to “flex” to the differing styles of the people they come in contact with. They will identify their own style of communicating and the styles most often used by others. Attendees will gain an appreciation for **necessary and unnecessary conflict** and constructive strategies for resolving issues and developing positive relationships.

- Understand the 4 basic behavioural styles of people
- Identifying your own behavioural style.
- How to increase our versatility.
- Strategies to help in coping with different personalities
- What we can do to prevent ourselves from being a difficult person to others
- Insights about behavioural strengths and weaknesses
- Gain an Ability to modify behaviour to maximize productivity

## Who should attend

All staff, particularly at a Supervisory level.

## Course Content

- Social Styles: Analytical, Amiable, Driving and Expressive.
- Image and presentation.
- Cultural sensitivities.
- Dealing with people - we are all different / achieving results through people / courtesies in dealing with people
- Understanding motivation and behaviour.
- Developing social skills – interacting with others.
- The impact of personal style on other people.
- Build rapport, trust and credibility fast and effectively.
- Deal with different behaviours ranging from submissive to aggressive.
- Develop a broader range of communication techniques.
- Behaviours - assertive / aggressive / passive / manipulative
- Communication - method / style / tone.
- Be a better listener and ask good questions
- Understanding and reading body language
- Making an impact - creating positive first impressions
- Styles of influencing and persuasion
- Giving feedback
- Dealing with difficult people
- Handling conflict and interpersonal problems
- Being effective in meetings
- Being a good team player



## Course Instructor: Steve Halligan

Steve moved to Dubai in 1991 and has been an instructor for ISM for the past 6 years.

He is dedicated to helping organisations achieve better results through developing and maintaining high levels of employee engagement.

He has worked across the region and has extensive experience in a broad base of industries.

During his time in the region he has gained unique insights into the issues that motivate (and in many cases de-motivate) employees and what management can do to develop and implement more productive strategies. His highly energetic and clear communication style helps to make what is a very complex issue, simple and understandable with actionable ideas and recommendations.

He has worked with multi-national, local companies and several government bodies. With the research tools they have developed, Steve has a wealth of data and case studies to support their consulting/training interventions.

Steve has develop and delivered a series of training programs across the region ranging from leadership and management to personal skills such as time management and public speaking.

His highly energetic and dynamic style ensures that all course delegates leave with some new found knowledge or ability.

The trainer [Steve] was extremely good and the course provided simple steps that can be applied to your work life, thank you all very much

Sushim Mukherjee  
Executive Manager - Seven Seas Computers

A whole load of new skills and information all very practically based delivered superbly.

Hisham A Jalil Matter  
Sales Representative Al Aweer Reinforcements



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To: **Simon Parker**  
Company: **ISM Training**  
Fax Number: **04 345 3356**  
From:

**Managing & Resolving Conflict – A 2 Day Intensive Training Course.**

Course Application Form

Please reserve the following seat on the course:

Name:
Company:
Position:
Fax:
Phone:
Email:
P.O. Box:
Country:
City:
Nature of Business:
No. of employees for which you are in charge:
No. of years experience in your job role:
Area for which you are responsible (Circle) City/Country/Continent/Hemisphere/Globe

Number of places required: (Please tick the appropriate box or insert number required)  
Currency is UAE Dirhams.

<b>Individual</b>	<b>4,960 Dhs</b>	<input type="checkbox"/>
<b>Group (more than two)</b>	<b>4,460 Dhs</b>	<input type="checkbox"/>

Name/position invoice should be addressed to:.....

**Please Fax back the completed Form to + 971 (0) 4 345 3356  
We will send you confirmation of your booking and further details.  
Thank you.**