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## Conflict Management

Conflict in organisations is inevitable and manageable when the right steps are taken to understand the problem and deal with it logically and fairly. In team settings, confidential interviews with the facilitator are recommended prior to the course commencement.

### Objectives

After successful completion of this course, participants will be able to:

- Understand the nature of conflict
- Identify conflict handling styles
- Implement communication strategies for dealing with conflict situations

### Benefits

For the participants, better self understanding and an increased repertoire of responses to conflict situations.

For the organisation, the harnessing of conflict to produce positive outcomes.