

### **4.3 CONFLICT MANAGEMENT**

This course provides facilitators with the necessary techniques to manage and solve conflict situations.

- Using conflict strategies
- Using problem-solving techniques
- Interpersonal skills
- Listening skills
- Handling of difficult situations
- Conflict styles
- Ten methods for handling conflict
- Micro-politics
- Channels of communication, the grapevine and rumour
- Practical case studies