



QUALITRAIN SERVICES LTD.

TRAINING PROGRAMMES

Conflict Resolution Training Course

Course Objective: Our Conflict Resolution Training course helps users to effectively deal with the conflict they may face at work, particularly for those working in a customer-facing role or who deal with potentially challenging situations. This conflict management training course will inform your staff of the potential causes of conflict and how they can de-escalate or retain control of a situation, through to safely resolving potential conflicts before they reach crisis point.

Course Outline

Course Content
Introduction
Common causes of conflict
Body language
Conflict resolution
Aggressive behaviour
When conflict escalates
Communication & communication breakdown
Conclusion

Target Audience: All employees

Cost: TT\$ 250.00

Training Method: e-Learning Online

Duration: Self-Paced.

Accreditations: Our Conflict Resolution Training course is CPD (Continuing Professional Development) accredited. Make a commitment to your professional development to keep your skills and knowledge fresh and up to date.

REGISTER TODAY!

 184 Southern Main Road, Dow Village, South Oropouche, Trinidad W.I.

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