



# CONFLICT MANAGEMENT

Is conflict disrupting production and performance in your organisation?



## Who/why attend

If conflict in the workplace is not managed correctly it can escalate and disrupt production and performance.

**This course is ideal for:**

HR Managers and Practitioners, Directors, Managers, Supervisors, Shop stewards, Line Managers and Team Leaders



## Course Objective

This workshop provides practical guidelines for lower and middle management on the causes and types of conflict, conflict-handling styles, as well as how to handle conflict in the workplace.



## Course Outline

- Root causes of conflict and solutions
- How to address other people's needs
- Manage and resolve conflict situations
- Conflict and conflict management
- Changing your behaviour
- How to handle difficult interactions
- Using communication techniques
- Conflict handling styles
- Stages of conflict
- Maintain effective work relationships



## Details

- This workshop is offered as a public, or in-house workshop that can be customised to suit your organisation's needs.
- Please contact your nearest GBS office for a comprehensive quotation.
- Public courses are subject to minimum numbers.
- Global Business Solutions is a SSETA, ETDP & SABPP Accredited Training Provider.



## Registration Details

- Complete and fax registration form to:  
(PE & DBN) 041 3630043; (EL) 043 7211027; (CT) 021 4181619; (JHB) 011 4831650.
- Please note that payment is due in advance.
- We require confirmation of payment via fax or e-mail prior to commencement of course.
- For electronic payments, please use our invoice number that will be issued upon receipt of registration as a reference number.



# REGISTRATION FORM

To secure your place at this course – please complete the following and fax the booking form to:  
(PE & DBN) 041 363 0043; (CT) 021 418 1619; (EL) 043 721 1027 (JHB) 011 483 1650

Our standard procedure is to acknowledge receipt of registration in writing.  
If you have not received same, please contact us to confirm we have received your registration before incurring any additional expenses.

<b>Course Name:</b>					<b>Date:</b>			
<b>East London</b>		<b>Johannesburg</b>		<b>Port Elizabeth</b>		<b>Cape Town</b>		<b>Durban</b>
<b>Company Name :</b>					<b>Tel No:</b>			
					<b>Fax No:</b>			
<b>Postal Address:</b>					<b>Disability assistance needed:</b>			
<b>Physical Address:</b>					<b>Dietary requirements/ allergies:</b>			
					<b>*Additional costs may be incurred</b>			
<b>Vat no:</b>					<b>Purchase Order No:</b>			
<b>DELEGATE DETAILS</b>								
	<b>Delegate Name</b>	<b>ID Number</b>	<b>Email</b>			<b>Cell No.</b>		
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**Terms and Conditions:** The accepted applications to attend the Global Business Solutions courses are in every case subject to these terms and conditions.

**Payment:** Payment must be made in full in advance.

**Cancellations:** Cancellation must be made in writing and received by Global Business Solutions 5 working days prior to the course start date. Transfer fees may be charged in the case of transfers to another programme. **Any cancellation or transfer instruction received less than 5 days prior to the course/workshop start date, do not entitle the cancelling or transferring delegate to any refund or credit note and the full fee must be paid. Non-attendance on all or any one of the workshop days without written cancellation will result in no entitlement to any refund or credit and the company / delegate will be liable for the full fee.**

**Indemnity:** Global Business Solutions is absolved and indemnified against any loss or damage as a result of alteration or cancellation/postponement of any seminar arising from any cause whatsoever, including without limitation, any fortuitous even, Act of God, unforeseen occurrence or any other event that renders performance of the event impracticable or impossible. A "fortuitous event" includes, but is not limited to, war, fire, meals, riot, industrial action, extreme weather or other emergency.

**Warranty of Authority:** The signatory warrants that he/she has the authority to sign this Application and agrees to be personally liable to Global Business Solutions for payments falling due pursuant thereto should such warranty is breached. In the event that Global Business Solutions is obliged to take action against the participant and his/her employer shall be liable for and shall pay all costs, including attorney and client costs and collection commission.

<b><i>I acknowledge that I have read, understood and accept the Terms and Conditions (including Payment Terms) and hereby apply for registration on behalf of myself (if a single delegate) or on behalf of the undermentioned organisation which I am duly authorised to represent.</i></b>		
<b>Name of Organisation:</b>		<b>Date:</b>
<b>Name of person responsible for Payment:</b>		<b>Email:</b>
<b>Job Title (specific):</b>		
<b>Signature:</b>		
<b>FEE INCLUDING VAT PER DELEGATE (Please select an option)</b>	<b>COST/ DELEGATE</b>	<b>TOTAL</b>
<b>Course Name:</b>		
<b>Portfolio of Evidence (if applicable)</b>		
<b>HOW DID YOU FIND OUT ABOUT THIS COURSE?</b>	<b>E-mail:</b>	<b>Other (Please specify):</b>
	<b>GBS Website:</b>	