



AVENTIS
LEARNING GROUP

Workplace Conflict Resolution: Reducing and Resolving Workplace Conflict with Ease

Table of Contents

Introduction	3
Learning Outcomes	4
Who Should Attend?	5
Course Details	6
Trainer's Profile	7
Testimonials	8

Introduction



Workplace Conflict – The Productivity Destroyer

With a highly diversified multi-generational workforce, workplace conflicts have increasingly become a key challenge for organizations. Workplace conflicts can destroy productivity and derail projects. It will also paralyze your group, department, or the entire organization. And once initiated, the unpleasant task of resolving conflicts falls on your shoulders.

Protect your career and workplace from the hidden costs of workplace tension and hostility

Resolving workplace conflicts requires persistence, know-how, and faith in the process itself. When handled well, conflicts can actually improve subsequent workplace relationships by removing the toxic effects of gossips and aggressive behavior in the workplace

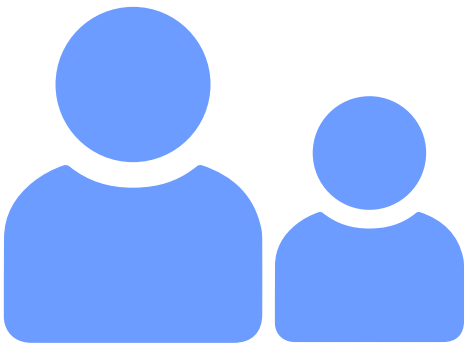
Learning Outcomes

Upon completion of the workshop, you will gain a complete guide to navigate workplace frustrations and conflicts:

- Diagnose conflict on your team and instil collaborative problem solving within the team
- Understanding & Dealing with Workplace Bullying & Harassment
- Skilful Attention to Rising Undercurrents and handle the daily onslaught of frustration without losing momentum
- Identify Workplace Conflict Predictors; Warning Signs/Symptoms
- Tips on how to avoid conflict and cynicism that drains energy and hurt relationships
- Using transformational mediation to overcome the interpersonal challenges holding your team back
- Developing a learning adaptive organization
- Converting adversarial behaviors to collaborative and transformational
- Arbitration and reducing likelihood of legal entanglements
- Effective tips on how to quickly calm agitated colleagues and customers
- Handy Peer Coaching & Counselling Tools



Who Should Attend?



Managers, supervisors, business professionals, HR professionals, business owners and those seeking to acquire an effective technique into dispute management and employee motivation.

Course Details



1 Day
9am - 5pm (Classroom)
9.30am - 4.30pm (Virtual)



Classroom Learning at
Holiday Inn Orchard City
Centre / **Virtual Learning**
via Zoom



6720 3333
training.aventis@gmail.com



\$ 635 Before GST



Trainer's Profile



Dr Christopher Fong

Chris has a distinguished career in strategic leadership and coaching that spans over 2 decades. He was appointed National Fellow to the Singapore Ministry of Social and Family and advised the total capability framework of the social service professionals to include mentoring sector leaders and those in the leadership pipeline.

In addition, he was the Principal Researcher for the nationwide study on fathers at the workplace. His findings have impacted government and business organisations to review their current pro-family and work-life friendly policies. He has also trained sector leaders in multicultural issues in cross-cultural marriages and clinical case formulations from a multicultural perspective. He earned his Doctorate Degree in Professional Studies(Practice Research) in 2015 and is also a member of the prestigious American Psychological Association (APA).

As a strong advocator for practice-based research, Chris contributes actively by speaking at international conferences and is a thought leader on multicultural and diversity issues and its impact across organisational matrix and businesses. His evidence-based framework that measures culture has since been published and taught across various universities. As an international award-winning orchestra conductor turned psychologist, Chris brings a wealth of knowledge and experience from the concert hall to the corporate boardroom.

Testimonials

Would recommend to my colleagues and the whole session is very engaging and provide very good insights for conflict management in psychology perspective. The course gave me better insights of the root cause of conflicts and ways we can manage them.

- Khian Ping, Executive at CDAC

Very interesting and enlightening!

- Ann Wee, CYS Express