



AVENTIS
LEARNING GROUP

Manage Conflict with People Effectively

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Introduction

Establishing and maintaining a good relationship with your customers is key to the success of your business. At times people clash about things such as power, resources, strategy, decisions, roles, goals, personality, leadership styles, and the list goes on.

Managing Conflict is one of the most stressful aspects of Organisational life. Unresolved conflict usually damages both the organization and the individual. Given the opportunity, many people would want to avoid conflict and aggressive confrontation as it is better to prevent conflict, de-escalate when it emerges and deal with it constructively under all circumstances.

In this high-energy, interactive workshop you will gain awareness of the possible triggers, how to approach various situations, gain the necessary tools and techniques, and boost confidence and assertion to manage difficult people and situations in both personal life and in work.

Learning Outcomes

Highly interactive, dynamic and fast-paced workshop comprising of experiential learning activities and fun and engaging group discussions. Use of illustrations movement and game-based learning to reinforce concepts. The activities applied accelerate adult learning while bringing forth relevance to real-life situations in different industries. The learning methodologies include - Self-reflection and group interaction activities, videos, role plays, case studies, presentations and discussion.

Upon completion of the course, learners will be able to:

- Handle difficult customers with confidence
- Determine the nature of conflict
- Learn how you react to conflict
- Learn how to reduce conflict and enhance your self-development
- Learn common pinches of nine types of individuals
- Identify various reasons which lead to conflict
- Learn how they tend to behave when they feel pinched
- Learn how to approach individuals of each type during conflict
- Learn Basic Assertions and useful opening phrases

Course Outline

PART 1: UNDERSTANDING PEOPLE AND CONFLICT

- 1.1 What are the sources and causes of workplace conflict?
- 1.2 Discover the four typical ways we respond with conflict
- 1.3 Gain insights by Mapping out the Customer Journey

PART 2: DIG DEEPER TO DISCOVER PATTERNS IN SELF AND OTHERS

- 2.1 The Enneagram profiling tool to Manage Conflict
- 2.2 Discover Customer Response and Behaviour Patterns with the Pinch-Crunch Conflict Model
- 2.3 Discover the Pinches and Crunches of nine types of individuals
- 2.4 How each type behaves when pinched

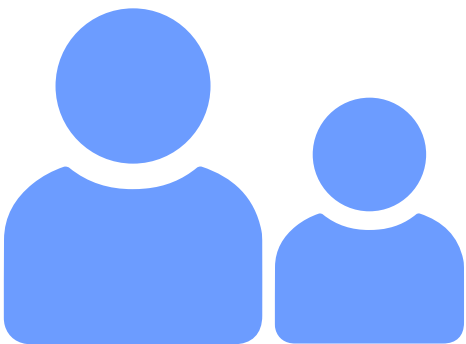
PART 3: PREPARE TO MANAGE CONFLICT

- 3.1 How to approach each type in a crunch
- 3.2 How to manage own pinches and crunches for each type
- 3.3 Discover the Basic Assertions and useful opening phrases
- 3.4 Power of Empathetic Listening and Questioning

PART 4: PRACTICE MANAGING CONFLICT

- 4.1 How to manage conflict Using the Problem-Solving Framework
- 4.2 Resolving issues using the Thomas Gordon's Formula
- 4.3 Defusing Techniques for dealing with difficult customers using the triple-A approach

Who Should Attend?



Executives, managers, seniors as well as seasoned managers who are leading, mentoring and coaching team members, sharpening their skill set to gain self-awareness, learn best practices, and discover innovative ways to transfer essential skills.

Course Details



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



Classroom at Holiday Inn Orchard City Centre OR Concorde Hotel OR **Virtual** via Zoom



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\$ 635 Before GST



Trainer's Profile



Santhanaram Jayaram (Ram)

Santhanaram Jayaram has more than 28 years of experience in both the private and public sector including Financial Services - Retail and Learning and Development. Qualified for the Million Dollar Round Table in 2005, 2006 & 2007. Author of Ram up your Laughter. Appeared on National TV, Radio, Print. Current Board of Director for a Credit Co- operative with over 43,500 members (Telecoms Credit Co-operative) and Director of

Security companies - Security Masters and Secure Guard. Some of the companies he has worked with ranges from Mcdonald's, Coca-cola, Singapore Airlines, UOB Bank, Starbucks, Fox Channel International, Baker Hughes, UBS bank, Biomin, Singtel, Scoot, Daimler Financial Services.

With his versatility, engaging presence and diverse industry experience in hosting, facilitating and relating to a diverse group ranging from the PMETs to the C-suite, such as Lee Kuan Yew's School of Public Policy's Senior Management Program, Regional Agency Workshop QBE Insurance, Regional Symposiums Strategic Project Management: Greater Business Results in Uncertain economy, Project of the Year Award by Project Management Institute Singapore, Ram has also appeared in Print, Radio ,National TV and on Netflix. Besides personalising and customizing trainings to multi-national corporations, universities, and private associations, he also specialises in helping top level executives to improve their operational efficiencies; relate better thru communication skills, pioneer creativity thru design thinking skills, become better leaders thru leadership and people management, deliver greater service excellence and move up the next level thru career coaching.

Qualifications:

- Master of Business Administration (Oklahoma City University)
- Bachelor of Science (Hons) (University of Bradford)
- Advance Certificate in Training and Development (ACTA)
- Master NLP Practitioner (American Board of Neuro-Linguistic Psychology)
- Certified in Laughter Yoga, Identi3 profiling, Enneagram, FIRO-B, Belbin Team Roles

Testimonials

"Ram is able to engage his audience in a fun and interactive way. His delivery is clear and concise and he helps the audience to remember key learning points in a unique way."

- Desmond Kan, Assistant Director (Communications and Engagement, MOM ACE Group)

"An inspiring trainer who has managed to bring laughter into classroom trainings and yet imparts valuable life skills and career knowledge to the trainees."

- Seok Yee Ng, Head of FP&A and Legal Entity Management (MBA (Banking & Finance) and CA (Singapore))

"Absolutely fantastic to have him as a facilitator. Approachable and knowledgeable. The way he facilitated the classroom despite in the zoom setting is very engaging. Thanks Ram!"

- Mohd Helmi, Flight Attendant at Singapore Airlines