



CONFLICT

RESOLUTION

Best Practices in Conflict Resolution and Adaptability



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800 7100 (within UAE)



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Meirc ^{+years} 60
Training & Consulting

Why Attend

For most people a conflict is something to avoid at all costs. Therefore, they tend to distance themselves from situations where they ought to be taking control, instead of backing away from important issues.

The fact is that conflict is a normal part of life, and the ability to resolve conflicts effectively is a crucial skill for everyone to possess.

In this course we will learn and implement ways to use assertiveness and adaptability skills to manage and resolve conflicts in general and at the workplace. By doing so, you will improve your teams' performance and develop a work environment conducive to goal attainment.

Course Methodology

The course uses a mix of interactive techniques such as team exercises, case studies, individual exercises, as well as role plays (rehearsed and impromptu), videos and group feedback.

Course Objectives

By the end of the course, participants will be able to:

- Identify causes and effects of conflicts
- Provide various conflict-resolution strategies for various types of conflicts
- Outline and manage a conflict resolution model
- Design an action plan to resolve conflicts
- Analyze and explain the impact of the right attitude on adaptability and conflict resolution

Target Audience

Individuals, business professionals, and employees who want to enhance their personal, professional, and organizational performance through implementing effective resolutions to various conflicts.

Target Competencies

- Active listening
- Handling rejections
- Leading others
- Problem solving
- Assertiveness
- Sensitivity to others
- Understanding motivational needs
- Flexibility

Course Outline

- Workplace conflict
 - Definitions and types
 - Scope of conflict
 - General conflict
 - Workplace conflict
 - Why does conflict occur?
 - Dynamics of conflict
 - Effects of workplace conflict
 - Positive outcomes
 - Negative results
 - Life cycle of a conflict
 - Conflict and collaborative work connection
- Types of workplace conflicts
 - Interdependence/task-based conflicts



- Leadership conflicts
- Cultural-based conflicts
- Work styles conflicts
- Personality conflicts
- Reasons for conflict
- Manager's role in resolving conflicts
 - Recognizing conflict
 - The manager as a facilitator
 - conflict management skills
 - recognizing correct timing for resolution
 - Complaints by your staff
 - Angry customer causing a conflict
 - Conflict with the boss
 - Conflict in groups
 - Ethical leadership in conflict
- Action plan for resolving conflicts
 - Constructive versus destructive
 - Constructive conflict management
 - Agreement frame
 - Conflict handling behavior
 - Perception and observation
 - Psychology of conflict resolution
 - Overview of anger management
 - Mediation and arbitration
 - Emotional intelligence and conflict management
- Adaptability and conflict resolution in a changing environment
 - Definition of adaptability
 - Why do we resist change?
 - Controllable and uncontrollable influences
 - Adaptive mindset
 - Identify styles of adaptability
 - Theories of adaptation and conflict management
 - Guidance for managers



Location & Date

27 Jun - 1 Jul, 2021	English	Athens	To be assigned
22 - 26 Aug, 2021	English	Dubai	To be assigned
7 - 11 Nov, 2021	Arabic	Dubai	To be assigned

Fees: US\$ (including coffee breaks and a buffet lunch daily)

Per participant - 2020

US\$ 4900

Fees + VAT as applicable

UAE Tax Registration Number 100239834300003



For Companies that want to maximize the return on their investment in training: **Register 3 participants** on the same course and date and pay only for 2.



Courses in Interpersonal Skills and Self Development

Dates	Course Name	Language	Location	Fees
23 - 27 May, 2021	The Power of Positive Attitude	Arabic	Dubai	US\$ 4900
30 May - 3 Jun, 2021	Creative Thinking and Innovation Techniques	English	Dubai	US\$ 4900
6 - 10 Jun, 2021	Creative Problem Solving and Decision Making	English	Dubai	US\$ 4900
13 - 17 Jun, 2021	Emotional Intelligence Workshop	English	Dubai	US\$ 4900
20 - 24 Jun, 2021	ILM Endorsed Win-Win Negotiation Skills	English	Dubai	US\$ 5200
27 Jun - 1 Jul, 2021	Managing Multiple Tasks, Priorities and Deadlines	English	Istanbul	US\$ 4900
4 - 8 Jul, 2021	Happiness: Sustaining a Motivating Work Culture	English	Dubai	US\$ 4900
4 - 8 Jul, 2021	Managing Conflict: Power through Influence	English	Dubai	US\$ 4900
11 - 15 Jul, 2021	Communication and Relationship Management Skills	English	Dubai	US\$ 4900
25 - 29 Jul, 2021	Managing Multiple Tasks, Priorities and Deadlines	English	Dubai	US\$ 4900
8 - 12 Aug, 2021	Five Productivity Traits for Optimal Results	English	Dubai	US\$ 4900
15 - 19 Aug, 2021	Creative Thinking and Innovation Techniques	Arabic	Dubai	US\$ 4900
22 - 26 Aug, 2021	Managing Multiple Tasks, Priorities and Deadlines	English	Athens	US\$ 4900
29 Aug - 2 Sep, 2021	Time Management and Stress Control	English	Dubai	US\$ 4900
5 - 9 Sep, 2021	Certified Master Negotiator	English	Dubai	US\$ 5200
19 - 23 Sep, 2021	Achieving Performance Excellence Using Emotional Intelligence	English	Dubai	US\$ 4900
3 - 7 Oct, 2021	High Performance Teams	Arabic	Dubai	US\$ 4900
3 - 7 Oct, 2021	Time Management and Stress Control	Arabic	Dubai	US\$ 4900
10 - 14 Oct, 2021	Five Productivity Traits for Optimal Results	Arabic	Dubai	US\$ 4900
24 - 28 Oct, 2021	Managing Multiple Tasks, Priorities and Deadlines	English	Dubai	US\$ 4900
31 Oct - 4 Nov, 2021	Creative Problem Solving and Decision Making	English	Dubai	US\$ 4900
31 Oct - 4 Nov, 2021	The Power of Positive Attitude	English	Dubai	US\$ 4900
21 - 25 Nov, 2021	Happiness: Sustaining a Motivating Work Culture	Arabic	Dubai	US\$ 4900
28 Nov - 2 Dec, 2021				



Courses in Interpersonal Skills and Self Development

Dates	Course Name	Language	Location	Fees
	Communication and Relationship Management Skills	English	Dubai	US\$ 4900
5 - 9 Dec, 2021	Time Management and Stress Control	English	Dubai	US\$ 4900
12 - 16 Dec, 2021	Creative Thinking and Innovation Techniques	English	Dubai	US\$ 4900
12 - 16 Dec, 2021	Emotional Intelligence Workshop	Arabic	Dubai	US\$ 4900
19 - 23 Dec, 2021	ILM Endorsed Win-Win Negotiation Skills	Arabic	Dubai	US\$ 5200
19 - 23 Dec, 2021	Managing Multiple Tasks, Priorities and Deadlines	Arabic	Dubai	US\$ 4900
26 - 30 Dec, 2021	Creative Problem Solving and Decision Making	Arabic	Dubai	US\$ 4900



Meirc Timeline



2020

Meirc launches its virtual learning solutions



2019

Meirc launches its Professional Qualification training and introduces Hands-on Automation and Process Control Courses



2018

Meirc celebrates its 60th anniversary



2017

Meirc introduces its blended learning methodology



2015

Meirc relocates to its newly acquired HQ office in Bay Square, Business Bay, Dubai



2014

Meirc adds PLUS Specialty Training, a new division providing technical and industry-specific courses



2007

Meirc opens an office in Jeddah, Saudi Arabia



2004

Meirc opens an office in Abu Dhabi, UAE



1997

Meirc is the 1st training company in the region to have its own website



1991

Meirc becomes headquartered in Dubai, UAE



1988

Meirc celebrates its 30th anniversary with its advisory committee (Aramco, Bapco, KOC, QPC)



1967

Meirc builds its own office building in Beirut



1958

Meirc is founded in Beirut by the late Simon Siksek

Call us

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