

EQ at workplace: Conflict Management, Resolution Strategies. Assertive Communication, The Art of Feedback

Continuing Professional Development

Instructor:

Inna Haas, Psychologist (PhD), Life & Executive Coach

Aim:

Wherever and whenever 2 or more persons come together, there is potential for conflict. Misunderstandings, emotional overreactions, diverging interests and hidden expectations are part of human nature. This is an inevitable fact of life which cannot always be avoided. The question is how to deal with it effectively and constructively. The key is Emotional Intelligence. Whether you are managing your subordinates, colleagues or superiors, or whether you are dealing with clients, suppliers or your own family, if you can establish a connection with the people across the table, you have a much better chance to achieve the best results for you and your organization.

This EQ based seminar will enable you to better understand and handle conflict situations, both at work and at home. You will learn how to effectively manage conflict through assertive communication, constructive feedback and other powerful conflict resolution techniques. Practical exercises will give you a better understanding of underlying causes and allow you to address the issue in the best possible way. Throughout the seminar you will learn and practice targeted strategies, essential EQ tools and techniques that will enable you, your team and your organization to manage conflict, improve communication and achieve better performance. .

Who should attend the seminar?

The seminar is designed for business leaders, owners, managers, supervisors, team leaders, HR specialists, recruitment companies and freelance professionals who wish to improve their assertiveness, workplace communication, emotional intelligence and boost their conflict management skills and master the art of feedback

23 May 2024
9:00-16:15 (6 CPD Units)

Venue: University of
Nicosia
Fee: €200
Click [here](#) to register

SEMINAR PROGRAM

		EMOTIONAL INTELLIGENCE AT WORK: CONFLICT MANAGEMENT. RESOLUTION STRATEGIES. ASSERTIVE COMMUNICATION. THE ART OF FEEDBACK.
Time	Duration	Description
09:00 – 11:00	2:00	MODULE 1: Conflict Management and practical Resolution Strategies: <ul style="list-style-type: none"> • What is Conflict Management and Why is it Important? • Psychological Benefits of Conflict Resolution • Areas of Conflict. Conflict Resolution Model. • How to deal with Conflict - 5 Approaches • Conflict Intelligence and Conflict Management Styles • 14 Effective Conflict Resolution Strategies • Practical Tools for Resolving Conflicts at Work • Best Practice & Case Studies • Individual / Group Exercises
11:00 - 11:15	0:15	C O F F E E B R E A K
11:15 – 13:00	1:45	MODULE 2: Assertive Communication: <ul style="list-style-type: none"> • Definition of Assertive Communication • Assertive Styles and Skills • It really works! Proven Benefits of Assertive Communication • How to encourage Assertive Communication at Work • Tools to measure Assertiveness. • Practical Examples and Cases of Effective Assertiveness • Group Exercise / Individual Practice
13:00 - 13:45	0:45	L U N C H B R E A K
13:45 – 15:15	1:30	MODULE 3: Non-Violent Communication (NVC) <ul style="list-style-type: none"> - What is NVC - Definition and Components - Why NVC Works - Real-Life Examples - How to Train NVC Skills. How to Employ NVC in Practice. - Group Exercises / Individual Practice
15:15 – 15:30	0:15	C O F F E E B R E A K
15:30 – 16:15	0:45	MODULE 4: THE ART OF FEEDBACK <ul style="list-style-type: none"> - Critical vs Constructive Approach - Giving Negative Feedback Positively: 11 Techniques - 8 Real-Life Examples - The Secret of Giving Positive Feedback - Practical Tips for Giving Feedback at Work FINAL COMMENTS AND CLOSING REMARKS: <ul style="list-style-type: none"> - Seminar Feedback - Recommended Books, useful Podcasts and TED Talks - Take Home Message
Total Net Duration	6:00	END OF SEMINAR