

# COMMUNICATION & CONFLICT RESOLUTION SKILLS FOR EFFECTIVE COLLABORATION

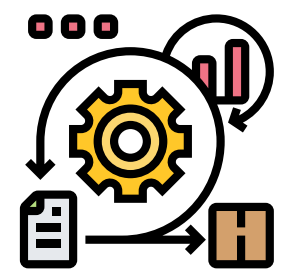
## INTRODUCTION:

Effective communication and conflict resolution skills are essential for successful collaboration in the workplace. In this skills training program, employees and managers will learn how to communicate effectively and resolve conflicts in order to enhance their ability to work effectively with colleagues, clients, and partners.

## Training Aims and Objectives:

- Understand the importance of effective communication and conflict resolution skills for collaboration
- Learn how to communicate effectively in a collaborative setting
- Learn how to resolve conflicts in a collaborative setting
- Practice communication and conflict resolution skills through role-playing and group exercises
- Enhance communication skills and effectiveness in a collaborative setting

## Methodology:



- Lectures and discussions on the theoretical foundations of effective communication and conflict resolution in a collaborative setting
- Role-playing and group exercises to practice and apply communication and conflict resolution skills

**Length:** 90mins, Half Day

**Delivery Option:** Face-to-Face, Virtual

## Frameworks covered:

- The importance of active listening, assertiveness, and empathy in communication and conflict resolution
- The use of communication and conflict resolution tools and techniques in a collaborative setting
- The role of leadership and management in facilitating effective communication and conflict resolution

## Conclusion:

By the end of this session, participants will have a solid understanding of how to communicate effectively and resolve conflicts in order to enhance their ability to work effectively with colleagues, clients, and partners.

They will be able to communicate effectively and resolve conflicts in a collaborative setting, which will improve communication skills and effectiveness in a collaborative setting. This will not only improve collaboration skills, but also contribute to overall professional success and satisfaction.

