

# Effective Communication and Conflict Management Skills with Different Types of People at the Workplace

By Josephine Teo

## BACKGROUND



Communication is fundamental to all businesses – whether it is for operations, problem solving or conflict management.

Different people communicate and process information differently. Therefore, the knowledge of how to effectively communicate with one another is critical to the success of all employees and organisations.

This course focuses on creating the awareness of how different personality types communicate. Through practices on how to communicate and negotiate better, the course prepares participants to be better able to manage interpersonal relationships in this globalised world and its diverse workforce.

## COURSE OVERVIEW

The workshop will cover short lectures and discussions for the following topics:

1. Work with Different Personality Types at work
  - Use DISC personality profiling tool to better understand how different people communicate
  - Apply appropriate communication strategies to better communicate with different personality types
2. Apply Effective Interpersonal Communication Techniques at Work
  - Mehrabian theory of communication
  - Words and phrases for tact and diplomacy at work
  - Effective use of non-verbal communication techniques
3. Understand Causes of Conflicts at Work
  - Signs of conflicts
  - Stages of conflicts
  - Causes of conflict

4. Negotiation for Better Productivity
  - Negotiation strategies
  - Apply appropriate communication techniques in negotiation for desired results

### **LEARNING OBJECTIVES**

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

1. Identify different personality types at the workplace and their preferred communication styles
2. Apply appropriate communication techniques to manage the diverse workplace today
3. Identify signs and causes of conflicts with individuals and groups at work
4. Use appropriate negotiation strategies and skills to manage conflict situations and enhance effectiveness

### **LEARNING METHODOLOGY**

A combination of short lectures, discussions and role play.

### **TARGET AUDIENCE**

Suitable for all executives and managers who are required to apply communication techniques learnt to solving problems at work through negotiation. It is practical with practice through role play of case scenarios to ensure that the learning is applied immediately.