



TTCAA
Safer Skies

CONFLICT MANAGEMENT AND EMOTIONAL INTELLIGENCE IN THE WORKPLACE

Course Description

Master the skill of tapping into your emotional intelligence to resolve conflicts.

- Business Practices (II)
- Making an Impact

Conflict Management Objectives

- An Introduction to Conflict Resolution
- Conflict Resolution Styles
- Creating an Effective Atmosphere
- Creating a Mutual Understanding
- Focusing on Individual and Shared Needs
- Getting to the Root Cause
- Generating Options
- Building a Solution
- The Short Version of the Process
- Additional Tools

Target Audience

- Supervisors
- Managers
- Working Professionals

Duration– 3 Days (24 Contact Hours)

Location- TTCAA-CATC

Language- English

Emotional Intelligence Objectives

- What is Emotional Intelligence
- Skills in Emotional Intelligence
- Verbal Communication Skills
- Non-Verbal Communication Skills
- Social Management and Responsibility
- Tools to Regulate Your Emotions
- Business Practices (I)