

## Conflict Management

### 冲突管理

#### Learning Objective 学习目标

Wherever there are people, there always will be conflict. Everybody has to deal with conflict in the workplace every day. Having the ability to identify and handle conflicts sensibly, fairly, and efficiently is a crucial competence for management staff. Conflict management is the process of limiting the negative aspects of conflict while increasing the positive aspects of conflict. The aim of this programme is to enhance learning, cooperation, and group outcomes of your organization through latest conflict management concept and tools.

只要有人的地方就会有矛盾冲突存在。所以每个人在日常工作环境中也得经常面对各种冲突。正因如此，作为一个成功的管理人员，必须能敏锐地认知冲突，并能以高效和公正的方法去处理。冲突管理的过程就是去减少冲突中的负面影响，提升正面的结果。本课程目标是通过学习最新的冲突管理概念和工具去加强企业团队的学习，合作和成效。

#### Course Content 课程内容

- What is conflict?
- Understand the cause of conflict in workplace
- Conflict management style assessment: TKI Model
- Characteristic and application of different conflict management style
- Conflict resolution process: 6 Steps to resolve conflict
- Cross department conflict and resolution
- Application of emotion management skills in conflict situations
- 什么是冲突
- 工作间所发生的冲突的各种原因
- 个人冲突管理风格评估: TKI 模型
- 认识不同冲突管理风格的特性和应用
- 冲突处理流程: 冲突解决的六个步骤
- 认识跨部门冲突和解决方案
- 应用情绪管理技巧於不同的冲突处境

#### Target Group 参加对象

Supervisory management related personnel 从事管理相关工作人员

#### Schedule 时间

09:30-17:30 20 April 2018

09:30-17:30 2018 年 4 月 20 日

### Location 地点

Unit 4A-11, Zone C, Zhongke Naneng Building, Six Yuexing Avenue, Nanshan Area, Shenzhen  
深圳市南山区粤兴六道中科纳能大厦 C 区 4A-11

### Training Language 语言

Chinese 中文

### Trainer 培训师

#### Mr. Alan Lee

- Worked in a prestigious multinational manufacturer as head of engineering department for 15 years.
- Has been engaged in business, quality, engineering and customer services improvement for more than 30 years.
- Was the Chairman of the Hong Kong Leadership Training Association for the years 1994 to 1997 and has been very active in the development of leadership training for the businesses in Hong Kong.
- Holds a Bachelor of Science Degree in Electrical Engineering from the National Cheng Kung University of Taiwan and a Master of Science Degree in Engineering Business Management from the University of Warwick, UK.
- 曾任职知名跨国生产型企业的工程部经理十五年，现为企业培训师及管理咨询师
- 一直致力于商务、质量、工程和客户服务的改善超过 30 多年
- 曾担任香港领袖训练协会 1994 至 1997 年度的会长并为众多企业提供高级领导能力、决断沟通与谈判技巧、变革管理、顾员发展及辅导、监督管理技巧、团队建立、销售及顾客服务等方面的指导
- 拥有台湾国立成功大学电机工程学士学位，及英国华威大学的工程业务管理硕士学位

### Training Fee 费用

GCC member: RMB 1,800/seat 会员: 1,800 人民币

Nonmember: RMB 2,000/seat 非会员: 2,000 人民币

Including lecture, course materials, refreshments and lunch 含会务费、资料费、午餐费