



BUSINESS SOLUTIONS - ESSENTIAL BUSINESS SKILLS

CAREER DEVELOPMENT SHORT LEARNING PROGRAMME: CONFLICT RESOLUTION – DEALING WITH DIFFICULT PEOPLE

ALIGNED TO SAQA UNIT STANDARD ID: 117860 - APPLY KNOWLEDGE OF INTERPERSONAL RELATIONSHIPS TO ENHANCE THE EFFECTIVENESS OF THE COUNSELLING PROCESS

Duration:
1 DAY PROGRAMME

Edward Deming, the father of quality management, said that people can face almost any problem except the problem of people. They can work long hours, face declining business, even the loss of a job, but they can't deal with the difficult people in their lives. This workshop will help you identify some of the ways you may be contributing to these problems and give you some strategies you can adopt, at work and in your personal life.

Programme overview:

- Explain different types of relationships
- Investigate factors that impact on interpersonal relationships
- Develop skills and techniques for managing interpersonal relationships
- Demonstrate ability to manage self in relation to others
- Explore aspects of inter cultural communication that have implications for relationships
- Identify how your own attitudes and actions impact on others
- Illustrate new and effective techniques for managing negative emotions
- Develop coping strategies for dealing with difficult people and difficult situations
- Identify those times when you have the right to walk away from a difficult situation
- Describe techniques for managing and dealing with anger

The following are included in the Course Fee:

Tuition, student support and research supervision, any assessments that may be completed	
Meals	
Certificate of attendance	
TOTAL	R 1250.00

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I, (student/payment sponsor), acknowledged that I understand the information stated in this document.

Date:

Signature:

This Information Sheet forms part of your enrolment contract

The content of this information sheet is subject to change without notice due to legislation, market requirements or any other reason. ELMI reserves the right to change the programme subject matter without notice.

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