




Managing Conflicts Seminar

*Challenging situations can be perceived as **Opportunities** to grow or as a **Conflict** situation
It is your choice, which one will be your case...*

Who is this training for?

This course will be of benefit to you if you:

- Have a better understanding of your natural response to conflicts and the benefits of being more flexible
- Learn and appreciate the Motivational Value System
- Increase the ability to use your strengths and preferences to manage conflict situations in a balanced way

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- Professionals, who need to deal with difficult situations at work
 - Managers or team leaders who deal with “difficult” people
 - Need a refresher on dealing with difficult situations across generations

Aim of the seminar:

Managing Conflicts, 16 March 2018

Workshop agenda:

- Causes of conflicts at work
- Understanding of human behavior and its effects on others
- Stages of conflict escalation
- Conflict management styles
- Managing conflicts across generations




Workshop includes the Strength Development Inventory tool

Workshop details:

Registration: 09:00
Workshop: 09:30 – 17:30
Language: English
Venue: Room 412, 4F, Central Tower

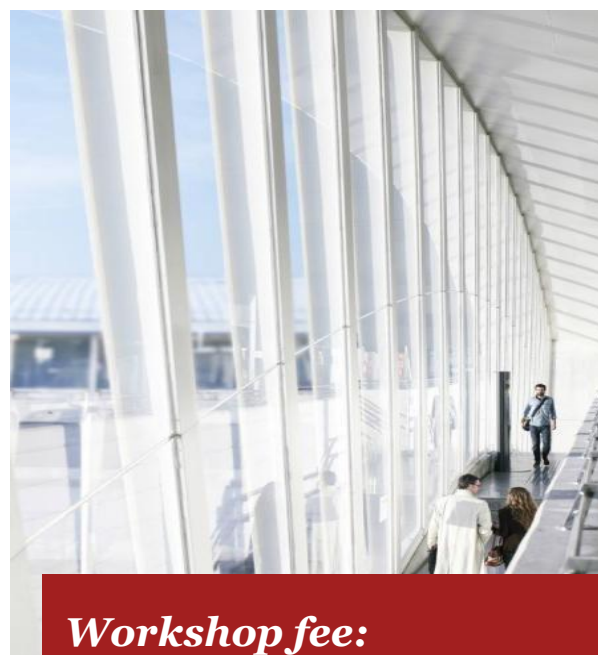
Certificate: PwC certificate to participants on completion of the course.

 Materials and Lunch, Refreshments included

Complimentary 1 hour Coaching Session:

Coaching sessions are conducted to review the training information, answer questions, provide guidance and encouragement and refine **personal action plans**.

One on one coaching session can be scheduled within 3-4 weeks after the seminar.





Workshop fee:

MNT 250,000 + VAT

Contact us:

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A complete calendar of training courses can also be found on our website:

<https://www.pwc.com/mn/en/mn-academy/tailored-courses-and-training-calendar.html>

Workshop leaders:

Mildreth Angelo B
Senior Manager,
PwC's Academy Leader



Anujin Amar
Senior Consultant

