

E-Learning Course

Managing Conflicts at Work

Program Overview

This course is designed to help you learn valuable techniques for conflict resolution, gain the skills to create a harmonious work environment, and achieve better outcomes.

Course Content

- Introduction
- Types of Conflict
- Managing conflicts
- Handling Feedback

Pre-requisites

Have written and oral command of the language of instruction

Delivery

Self-paced learning on GAA's E-Learning platform

Learning Objectives

There are 4 main questions, and each of them will yield its own objectives, which will be covered module by module.

The questions are:

- What are Conflicts and why do they occur?
- What are the types of conflicts at work?
- How can we effectively manage conflicts at work?
- What is negative feedback and how can we receive it constructively?

Assessment

No Assessment

Certificate

The participant will be awarded with Gulf Aviation Academy (GAA) electronic certificate upon successful completion of the course.