Professional Certificate Course

Course Name **Managing conflicts**

Delivery
Virtual Class / Online	5	days	(3 hours per day)
Onsite / Classroom	5	days	(8 hours per day)

About the Course

This course will cover various aspects related to conflict resolution and management in professional context. The course aims to equip participants with the knowledge and skills to identify, analyze, and effectively handle conflicts to reach positive outcomes.

Learning Objectives

Upon completion of this course, participants will be able to:

- Understand the negative impact conflicts have in a workplace
- Identify the causes of conflicts at the present workplace
- Assess one's own style of managing conflict
- Manage conflicting situations effectively and proactively
- Build self-confidence in communicating calmly and assertively

Target Audience

- Middle Management
- Senior Management
- Executive Management

Course Rates (Euro)

Virtual Class / Online			Onsite / Classroom		
ACI Africa Member	ACI Member	Non-Member	ACI Africa Member	ACI Member	Non-Member
500	750	1000	1000	1500	2000

For more information or clarification, please contact ACI Africa at aci-africa@aci-africa.aero