

The Conversation You've Been Avoiding: Conflict Resolution at Work

A 4-Hour Interactive Workshop by Jaynexus

Almost everyone has one workplace conversation they keep putting off. Left alone, it rarely resolves itself, and it usually costs the team more the longer it waits.

What you will walk away with

-  Recognise your own default conflict style, avoiding, accommodating, competing, compromising or collaborating, and when each one is the wrong choice
-  Use a structured script (SBI or DESC) to open a difficult conversation without it turning into a personal attack
-  Separate the position someone is arguing from the interest driving it, to find room for a workable outcome
-  Practise de-escalating a conversation that starts to go badly, live and under time pressure
-  Leave with one specific, overdue conversation identified and a concrete plan for having it within two weeks

Duration

4 hours

Format

30% classroom, 70% activity and discussion

Who it's for

Managers, team leads and staff who handle internal friction or customer complaints

ONLINE

MYR 199.00

per pax, 4 hours

AT YOUR PREMISES

MYR 299.00

per pax, 4 hours

Prices exclude SST where applicable

Meet Your Trainer



Au-Yong

Principal Trainer | HRD Corp Accredited Trainer | COPC Certified CX Performance Leader

A decade building and leading contact centre, training and quality teams, starting on the frontline as a customer service agent himself. Built the training behind the American Embassy contact centre's win at the 2012 Contact Centre Association Malaysia Awards, then led Customer Connect Malaysia to Best New Contact Centre at the 2016 National Contact Centre Awards. Trains from what he has actually run, not a slide deck.



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