TRAINER'S MATERIALS

MODULE: COMMUNICATION AND CONFLICT RESOLUTION

TOPIC 5: CONFLICT MANAGEMENT

PROGRAM OF THE TRAINING SESSION

DURATION OF THE SESSION: 120 MINUTES

Time	Table of content
5'	Introduction to the training
30'	Topic presentation
40'	Types of conflicts
40'	Techniques and strategies for managing conflicts
5'	Summary of the session

NEOTALENTWAY

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