

INSTITUTE OF ACCOUNTANCY ARUSHA (IAA)



SHORT COURSE ON “CONFLICT RESOLUTION STRATEGIES AT WORKPLACES”

(04th – 08th June 2018 -IAA Arusha Campus, Arusha)

1.0 INTRODUCTION AND COURSE RATIONALE

Workplace conflicts are very common. There are very few offices where all the employees get along. Because of this, conflict resolution is a necessary component of the workplace, and those in a leadership position must be skilled in conflict resolution techniques.

When conflicts go unaddressed, they can have a negative impact on productivity and teamwork. Using conflict resolution strategies in the workplace will help maintain a healthy work environment. Conflict resolution requires specific leadership skills, problem solving abilities and decision making skills

Institute of Accountancy Arusha will conduct a **FIVE days** short course on the above subject from **June 4th-8th, 2018** at the Institute of Accountancy Arusha – Njiro Hill.

2.0 TARGETED PARTICIPANTS

Directors ,Executives, Managers/Officers, Lecturers, Legal officers, Public Relations Managers/Officers, Coordinators, Human and Administrative Officers/Managers and Supervisors Senior Secretaries and all others who are interested.

3.0 COURSE OVERVIEW

This course contains the following topics; different ways of dealing with internal and external organization conflicts, How to deal with hostile employees, Importance of organizational behaviors, roles of individuals and groups in an organization, managers & leaders, diversity & ethical issues, change management, organizational culture, leadership skills, effects of organizational structure on behaviors, organizational politics and how to deal with it and many more.

4.0 BENEFITS/OUTCOMES OF THE SHORT COURSE

At the end of this course participants are expected to have acquired knowledge and skills on how to arrive to a **Win- Win** situation at work places.

5.0 METHODOLOGY

The course will be conducted through lectures, discussions and case studies analysis. Participants will be offered an opportunity to refocus, refresh and rededicate.

6.0 FEES AND MODE OF PAYMENT

The fee for the course is **TSHS 900,000/=** (Nine Hundred Thousand Only) to cover for training material, tea and lunch. Payment may be in cash, cheques or bankers draft paid directly to our Bank Account **No. 014103007130 NBC**, Arusha Branch.

7.0 CONTACT PERSONS

For more details you may contact the following:

Course Director:

Mr. Gipson Kinisa

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8.0 APPLY TO:

The Rector

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