

# The Future is OPEN



BMT 2660: Conflict Management

## BMT 2660: CONFLICT MANAGEMENT



This course provides powerful techniques for dealing effectively and confidently with difficult situations in the workplace. The course further examines strategies to strengthen organizational efficiency and productivity by developing, building and strengthening more cooperative and productive working relationships. Subtopics include defining the causes and types of conflict and its impact on productivity, costs and profits. Students are taught the elements of emotional intelligence and its role

