

CONFLICT MANAGEMENT

US 114226 / NQF Level 5 / Non-Credit Bearing

“The quality of our lives depends not on whether or not we have conflicts, but on how we respond to them” Thomas Crum

Imagine how much more effective we would be at collaborating and connecting if we were equipped with the skills to manage conflict between us with respect, maturity, and empathy. While in an ideal world it would be great if there was no conflict, in reality, conflict is actually how we understand each other better, and also how we generate different ideas. This course is not about suppressing conflict but is about how we can manage conflict when it surfaces. Conflict management and conflict mediation skills should be something everyone learns. In this very practical course, we help participants to manage their emotions, broaden their perspectives, and utilise methods that assertively encourage positive resolutions.

WHO SHOULD ATTEND

- Everyone can benefit even if not involved in mediation.
- All levels of management including supervisors and team leaders
- HR personnel
- Business owners

HOW YOU WILL BENEFIT

- Be able to build solid interpersonal relationships based on mutual respect and understanding
- Show tolerance towards others and be more open-minded
- Be equipped to identify areas and situations in which conflict may arise and apply methods (internal and external) to defuse potential conflict
- Deal with conflict in a calm, empathetic and assertive manner that ensures self-respect and gains the respect of others.

WHAT WILL BE COVERED

- What is conflict and what may cause conflict
- Getting to yes when there are conflicting needs
- Challenging perceptions to avoid misunderstanding, assumptions and judgements
- Overcome automatic reactions and perceptions by developing the observer self
- Use values to guide behaviour when handling conflict
- Positive characteristics of conflict
- Reactions to conflict
- Emotional management when dealing with conflict
- Using the theory of transactional analysis to manage conflict
- Stages of conflict
- Conflict management strategies and when to use them
- Mediation skills and steps to enable effective conflict resolution amongst individuals or groups
- Principles of mediation
- Practice mediation
- Methods to prevent conflict.

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Two-day course 08:30 -16:00

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Module 1 Understand conflict	Module 2 Explain appropriate techniques in conflict management
<ul style="list-style-type: none"> • A list of possible sources of conflict, including perceptions and assumptions, is drawn up with examples of where they are most likely to occur. • Positive and negative characteristics of conflict in the workplace are discussed with examples • Organisational conflict modes are explained with examples. • Conflict, which may arise in personality types, can be described, using transactional analysis. 	<ul style="list-style-type: none"> • The various business conflict modes are discussed with examples. • Useful steps to manage conflict are explained with examples. • The route, which conflicts normally follows towards resolution, can be described with examples.
Module 3 Describe the appropriate action plan and strategies to manage conflict	Module 4 Explain the attributes of an effective conflict manager
<ul style="list-style-type: none"> • Methods available to resolve conflict in terms of the Labour Relations Act are listed with examples • The most appropriate strategy to resolve a particular conflict is chosen with a justification for the choice of strategy. • The need to adopt action plans and adapt them to a particular conflict is demonstrated with examples. • The role of policies and procedures in place in the organisation is explained in terms of their role in preventing and/or resolving conflicts 	<ul style="list-style-type: none"> • Personal attributes of a good conflict manager can be listed with examples of how each characteristic contributes to conflict resolution. • A skills audit is done by the learner to identify the skills he/she needs to develop to be an effective conflict manager. • The negative attributes which should be avoided or controlled by an effective conflict manager are listed with an explanation of the negative effect each has on the resolution of conflict.