

Conflict Management and Resolution

1 Day Course

Module 1: The fundamentals of conflict management

- Differentiating between functional and dysfunctional conflict
- Identifying the causes/sources of conflict
- Indicators/warning signs of conflict
- Levels of conflict

Module 2: Manager responsibilities

- Conflict manager
- Coach
- Liaison (with external constituencies)
- Trouble-shooter

Module 3: Conflict resolution styles

- Defining conflict management styles
- Discovering your conflict management/resolution style
- Transactional Analysis (TA) – Applying the PAC model

Module 4: The 4-step conflict resolution process

- Identify sources of potential and actual conflict
- Develop conflict resolution strategies/techniques
- Apply conflict resolution strategies/techniques
- Control and review the effectiveness of the conflict resolution strategy/technique

Module 5: Pro-actively minimizing personal conflict

- Referring conflict situations to the appropriate staff
- Informing
- Consulting team members and creating opportunities to regularly engage on work matters

Module 6: Conflict management guiding principles

- Conflict resolution tips and techniques
- Dealing with Anger
- The five competencies of emotional intelligence

Article : Conducting a critical conversation

Roleplay: "The ugly orange"

Purpose of the course:

This training programme is an intermediate-advanced level (NQF level 5-6) conflict management and resolution skills development offering. The programme effectively blends the theory and practice of conflict and related management and resolution with practical application tools and techniques. At the conclusion of this programme, learners will be capacitated to effectively manage and resolve interpersonal conflict.

Conflict Management and Resolution

1 Day Course

The learner is capable of:

On completion of this course, the learner will be capable of:

- Applying Emotional Intelligence (EQ) principles to regulate/control anger
- Describing the 4-step conflict resolution process
 - Identify sources of potential and actual conflict
 - Developing conflict resolution strategies/techniques
 - Applying conflict resolution strategies/techniques and determining the appropriateness of each style
 - Controlling and reviewing the effectiveness of the conflict resolution strategy/technique
- Proactively minimizing interpersonal conflict
- Listing the guiding principles of conflict management
- Managing anger and dealing with difficult people and situations

The programme will be useful for:

- Business owners, HR managers/practitioners, line managers, supervisors and union officials.
- Employment Equity managers, Members of Employment Equity committees, Workplace Forums and any person involved with discipline in the workplace.

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