

2 – DAY DEALING AND MANAGING CONFLICT IN THE WORKPLACE



Introduction

All of us experience conflict. We argue with our spouses, disagree with our friends, and sometimes even quarrel with strangers at a football match. At times we lose sight of the fact that all this conflict is normal. So long as people are individuals there will be the potential for conflict.

Since you can't prevent conflict, the most important thing is to learn how to handle or manage it in productive ways. What is critical for resolving conflict is developing an understanding of, and a trust in, shared goals. It requires openness, discipline, and creativity. Showing respect for other people and not blaming them enables people to work for mutual benefit.

Through this workshop, you will begin to both demystify and better manage everyday disputes, in order to resolve problems without damaging relationships. You will improve your ability to constructively manage conflict, as well as helping to mediate disputes for others.

Course Objectives

By the end of this course, you will be able to:

- Recognise conflicts and their escalation over time so you can address them more effectively
- Select an appropriate conflict resolution style based on your needs to get maximum results
- Manage your emotions and influence others emotionally when in conflicts
- Recognise Tactical Approaches used when interacting with others that may lead to conflicts and take appropriate steps to avoid a conflict developing
- Negotiate over what you want and move on to a win/win outcome
- Prevent destructive conflicts at the workplace Boosts productivity through time saving, ease of management and focus on the 'right' issues
- Staff are more protected and likely to stay
- Strengthen staff trust and morale

Methodology

- Simulations
- Teaching
- Sharing

Who Should Attend?

- Anyone within the organization

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Course Outline

MODULE 1: DEFINING CONFLICT

- What is Conflict?
- The positives and negatives of conflict

MODULE 2: TYPES OF CONFLICT

- Inner Conflict
- Personal Values
- Interpersonal Conflict
- Understanding the Thomas-Kilmann Conflict Mode Instrument (TKI)

MODULE 3: STAGES OF CONFLICT

- The eight stages of conflict
- Prevention and Intervention Points
- Conflict Outcomes
- Strategies for Dealing with Conflict

MODULE 4: UNDERSTANDING JOHARI'S WINDOW

- Expanding your personal awareness
- The Johari Window defined
- Understand your own Window

MODULE 5: ROLE OF COMMUNICATION IN CONFLICT BREAKDOWN

- Perceptual filters
- Barriers to communication
- Active listening
- Understanding body language
- Building Rapport
- Questioning and listening skills
- Paraphrasing
- Empathy
- Delivering Feedback

MODULE 6: ADVANCED COMMUNICATION TECHNIQUES

- 3 step Intervention Strategy
- Intervention Wording for Specific Situations
- Dealing with Resistance
- Resistance Scenarios

MODULE 7: RESOLUTION SURVEY QUESTIONNAIRE

- Undergo the Questionnaire
- Interpret your style
- Analyse benefits and detriments

MODULE 8: CONFLICT OUTCOMES

- Win/Lose
- Win/Win
- Lose/Lose
- Strategies to achieve optimum outcome

