

CONFLICT MANAGEMENT

Key focus

1. Increase the conflict management skills
2. When dealing with latent or recognised conflict
3. Learn how to detect sources and identify signs of conflict thereby avert it before it affects good relationship which is essential for productivity
4. Learn how to analyze and manage conflict so that organizational effectiveness will prevail.

Methodology

This course will be conducted through interactive lectures, PowerPoint presentation, video presentation, role-play, and group discussions.

Who will benefit

This course is suitable for Senior Managers, Senior Executives, Managers, Supervisors and anyone who has a subordinate.

Take The Next Step

Day one

Module 1- Overview of Conflict Management

- ▶ Definitions of Conflict
- ▶ The Three Different Views on Conflicts Management
- ▶ Functional versus Dysfunctional Conflict
- ▶ Conflict and Group Performance
- ▶ Reasons for Conflict
- ▶ Types of Conflict

0900-1030

Morning tea break

1030-1045

Module 2 - Sources of Organizational Conflict

- ▶ Incompatible Goals and Time Horizons
- ▶ Overlapping Authority
- ▶ Task Interdependencies
- ▶ Incompatible Evaluation or Reward Systems
- ▶ Scarce Resources
- ▶ Status Inconsistencies

1045-1300

Lunch

1300-1400

Module 3 - How to Identify Signs and Stages of Conflict

- ▶ Stages of Conflict
- ▶ Signs of Conflict between Individuals
- ▶ Signs of Conflict between Groups of People

1400-1530

Afternoon tea break

1530-1545

Module 4 - Analyze the conflict

- ▶ Determine Management Strategy
- ▶ Pre-Negotiation
- ▶ Negotiation
- ▶ Post-Negotiation

1545-1700

Take The Next Step

Day two

Module 5 - Conflict Management

- ▶ The Five Major Conflict-Handling Styles
 - Competing
 - Accommodating
 - Avoiding
 - Compromising
 - Collaborating

0900-1030

Morning tea break

- ▶ A Contingency Perspective of Conflict Management
- ▶ Conflict Resolution Techniques

1030-1045

1045-1300

Module 6 - Organizational Perspective on Conflict

- ▶ How to Build Teamwork and Co-operation
- ▶ How to Manage and Resolve Conflict Situations

Lunch

1300-1400

Module 7 - Managing Employee Conflict for Greater Productivity

- ▶ Listen
- ▶ Focus on Facts
- ▶ Show Empathy for Feelings
- ▶ Focus on Behavioral Change

1400-1530

Afternoon tea break

1530-1545

Module 8 - Conflict Benefits Organization

- ▶ Radical Change
- ▶ Group Cohesiveness
- ▶ Group and Organizational Effectiveness
- ▶ Higher Constructive Tension

1545-1700

Take The Next Step