DIRECT MANAGEMENT SOLUTIONS

Conflict Management

Based on SAQA ID: 114226, Level 5, 8 Credits

The workshop will give learners the following capabilities:

- Describing the main sources of conflict
- Describing appropriate techniques to manage conflict
- Implementing a strategy to resolve conflict
- Developing the attributes of a good conflict manager

Contact us today 0861 999 973 or Email sales@dmstraining.co.za

Description

As conflict is natural to organisations, the workplace is not always an easy place. To a certain extent conflict indicates a healthy exchange of ideas and creativity. However, counter-productive conflict can result in employee dissatisfaction, reduced productivity, poor interpersonal relations, absenteeism and increased work-related stress.

This practical, interactive workshop coaches conflict management skills to build value-based workplace relationships. It focuses on key learning points such as causes of conflict, conflict-handling styles to successfully resolve disagreements, transactional analysis, impact of conflict on the work environment and workplace structures to facilitate conflict resolution.

To optimise performance and enhance relationships every employee must be able to effectively resolve issues, settle differences and implement solutions to develop personal

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Module 1
Sources of Conflict

♦ 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

Module 2
Techniques in Conflict Management

♦ The various business conflict modes are discussed with examples
♦ Useful steps to be taken to manage conflict are explained with examples
♦ The route, which conflicts normally follow toward resolution can be described with examples

Module 3
Conflict Management Action Plans and Strategies

♦ 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 are explained in terms of their role in preventing and/or resolving conflicts

Module 4
The Effective Conflict Manager

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 are identified
 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