

Course Overview:

Learn effective conflict management techniques and resolution strategies to address confrontation in the workplace.

This training course offers practical tips for managing conflict at work and introducing an effective conflict management strategy.

The course introduces practical conflict resolution techniques and strategies that managers and team leaders can effectively utilise when managing conflict in the workplace. Ideally the conflict management training should build on previous training, skills and knowledge of effective performance management.

Course Objective:

By the end of this one-day training course, the participants will have:

- Defined confrontation and their role in managing conflict in the workplace to ensure they maximise individual and team performance
- Identified their preferred style/s in influencing others and managing conflict and the additional strategies that they need to use to successfully resolve the conflict situation
- Demonstrated their skills in resolving conflict and confrontation
- Have identified a plan to apply and enhance their communication skills in the workplace to address existing

Course Outline:

Current strategies for handling conflict in the workplace

- Defining confrontation
- Identifying where you focus your attention and energy
- Role of managing conflict in the workplace
- Current conflict resolution strategies
- Presentation, practice sessions in pairs with co-coaching, facilitated group review

Conflict styles

- Thomas Kilmann Conflict Mode Instrument
- Recognising different styles of conflict
- Recognising your own preferred way of dealing with conflict
- Identifying the impact of different conflict styles
- Presentation, individual questionnaire and reflection, small group exercise and review

Process for managing conflict

- Crosby's conflict process
- Reviewing different stages of the conflict process
- Recognising contributions and potential conflict management strategies to change outcome
- Presentation, individual reflection and pairs exercise, group review

Influencing and assertiveness styles

- The wheel of influencing
- Non verbal elements of influencing
- Stating wants
- Using consequences

Training Language:

English-Arabic

Training Methodology:

- Presentation & Slides
- Audio Visual Aids
- Interactive Discussion
- Participatory Exercise
- Action Learning
- Class Activities
- Case Studies
- Workshops
- Simulation

- Suggesting and proposing ideas
- Giving feedback
- Adapting to the situation with integrity
- Presentation, pairs exercise and practice, facilitated group review

Conflict resolution activities

- Testing out the use of current and new confrontation management strategies
- Practice sessions in pairs or trios, facilitated group review

Action planning and reflection

- Review of learning and action planning, course feedback
- Individual reflection and action planning exercise, facilitated group review

The training will be supported with:

- An optional participant pre-course questionnaire and/or pre-course reading to prepare for the training
- A colour printed workbook with tips, techniques and space for personal notes

Who Should Attend:

Aimed at managers and team leaders, the conflict resolution course provides the skills, knowledge and confidence to effectively manage and turn around conflict situations in the workplace, in a clear, assertive and constructive manner.