



CONFLICT MANAGEMENT (1 DAY)

THIS COURSE IS ACCREDITED TO UNIT STANDARD:

Title:	Describe how to manage workplace relationships
Unit Standard ID:	244572
NQF Level:	3
Credit Value:	2

INTRODUCTION

The programme is designed to identify and manage the resolution of personal conflict between individuals or teams. The main focus is on the workplace, although the same principles can be used elsewhere. Business teams and leaders are equipped with a range of skills and strategies which will help them to manage and resolve the inevitable conflicts which are part of any business process.

REFERENCES

“Facilitator is very energetic and she really brought the material over in a way that you can understand.” ~ B Williams (Powertech Systems Integrators)

“Learning techniques to deal with conflict and self-assessment.” ~ Melita (Greenpeace Africa)

“Interaction of practical activities was exciting!!” ~ Regen Sewells (Engen Oil)

“Improved skills in communication, assertiveness, self-realisation and overall conflict management.”
~ Simpiwe Mxakaza (Ingonyama Trust Board)

WHAT THIS COURSE CAN DO FOR YOU...

- Understand the main sources of conflict
- Analyse and understand the nature of conflicts
- Describing appropriate techniques to manage conflict
- Implementing skills and strategies to manage and resolve conflict
- Develop the confidence to tackle conflict effectively
- Developing the attributes of a good conflict leader
- Handling customer complaints

TARGET AUDIENCE

The workshop is suitable for support and executive staff members, who want to prevent escalation of conflict, who wish to for those who wish to resolve existing problems and to polish interpersonal, team and EQ competencies. It is also highly suitable for teams who wish to explore and resolve conflicts and build synergy and effectiveness.

COURSE CONTENT

Putting Conflict Into Perspective

- Reasons why conflicts develop
- A personal view of conflict and conflict resolution
- Emotions involved in a conflict situation
- Identifying and addressing factors which escalate conflict

Exploring Diversity when Dealing with Internal and External Customers

- Exploring cultural differences in our diverse South African society
- Addressing barriers to diversity
- 'Mental Models'
- Prejudice
- Stereotypes
- Discrimination

Developing the Core Skills Needed to Successfully Prevent and Resolve Conflict

- Communicating effectively as a means of preventing and managing conflict
- Active listening
- Adapting to individual Personality Types as a conflict resolution skill
- Applying assertiveness skills to resolve conflict

Personal and Organisational Conflict Resolution Skills

- Examining a personal conflict situation
- Applying conflict resolution skills to a personal conflict situation
- Identifying preferred conflict handling styles
- Conflict solving options (and when to use them)
- Additional strategies for reducing specific conflict

Dealing with Customer Complaints

- Basic principles for handling the irate customer

Personal Accountability & Commitment Plan

TRAINING APPROACH

The primary objective of our training is to ensure that the knowledge acquired is applied successfully, adding real value and **making a visible difference to work performance** in the business environment. The courses have a strong focus on an outcomes based approach and are facilitated on a highly interactive basis encouraging active delegate participation using:

- Role-plays
- Break-away sessions
- Relevant business exercises
- Presentations
- Demonstrations
- Questionnaires
- Discussion activities and
- Case studies

High emphasis is placed on learning through ‘doing’ where learners are presented with real life and workplace case studies ensuring delegates develop knowledge and confidence to take their enhanced skills back into the business environment and apply them successfully. The group leaders are trained to create a comfortable atmosphere where delegates can evaluate themselves and their skills, generate ideas and solutions to problems and plan suitable growth in the workplace.

POST COURSE ASSISTANCE

“Contact the Coach” – Bridging Learning for Business Results

We offer a continued learning relationship providing **FREE** access to post course support to embed the knowledge gained. Our advisors are subject matter experts in each area of specialisation.

Delegates can “Contact the Coach” for support, information or assistance with additional questions regarding the application of theory covered during the course.



Personal Accountability & Commitment Plan

Kwelanga is determined to promote and encourage accountability and behaviour change once delegates return to the work place. A Personal Accountability & Commitment Plan is therefore included in each course presented.

Facilitators will guide delegates through the recording of action plan items and will encourage them to show their Personal Post Course Accountability & Commitment Plan to their up-line on their return to work so accountability is created. This tool will also be useful for monthly one-on-one development discussions.

KWELANGA BUSINESS & EXECUTIVE COACHING

Kwelanga Training now offers coaching on a one-to-one or team coaching basis. Issues covered are chosen by the organisation or the individual to ensure maximum focus is given to achieve measurable outcomes.

Coaching provided by certified professional business and executive coaches is key in transforming management and support staff's excellent performance to peak performance.

For further details contact:

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