



VIRTUAL INSTRUCTOR-LED TRAINING CONFLICT MANAGEMENT (2 x 3 HOUR SESSIONS)

A Specialised Kwelanga Training Programme

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

VIRTUAL INSTRUCTOR-LED TRAINING

Participants “attend” virtual classroom training, through the Zoom on-line platform, without having to travel to and from the classroom each day. Courses are divided into several shorter sessions to minimise operational disruptions and improve knowledge retention.

Training is facilitated in real-time, providing the benefit of hands on learning. Delegates interact with the facilitator and each other, as with any other classroom experience. This allows for a cooperative learning environment, where participants can share knowledge, engage in positive discussions and work together.

Benefits of Virtual Instructor-Led Training

- ✚ Virtual training provides flexibility to both the client/delegate and facilitator.
- ✚ Delegates are active participants rather than relying entirely on the instructor.
- ✚ Virtual training is conducive to a more fluid exchange of ideas, focused real-life scenarios and an intensified level of engagement.
- ✚ Information is shared through video, documents, and written notes with learners in real-time.
- ✚ Delegates who have internet connection can learn at anytime and anywhere through virtual learning or through recorded videos.
- ✚ Delegates can participate in discussions and ask questions at any time.
- ✚ Breakout rooms allow delegates to work in groups and complete activities in teams which allows for a rich interactive experience.
- ✚ Access to expert facilitators who may otherwise be unable to visit workplaces due to unforeseen circumstances.
- ✚ Use of slides and video clips enhances virtual learning.

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.

On-Line Knowledge Hub

All delegates attending Kwelanga Training courses have **FREE** access to post course on-line resources. Up-to-date, convenient and easily accessible information, relevant to the programme attended, is available. Tools include case studies, articles, exercises and other valuable information which will reinforce course content and assist in transferring knowledge and skills to the workplace.



OUR COMMITMENT TO YOU ...

Kwelanga Training's Commitment

***To develop and inspire each individual to be the best that they can be.
To assist clients in the transfer of skills and positive behaviour change.***

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