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Conflict Management

Course Overview

Whether it's in the form of visible hostility or silent resentment, conflict in the workplace can take a devastating toll on productivity and morale. Managing interpersonal differences is essential to business and protects the emotional health of employees. In this self-paced course, you will learn how to help others settle their differences and work constructively as individuals and groups with a common purpose.

Target Audience

Office workers, information workers, managers, team leaders, supervisors, project managers, project administrators and anyone willing to solve conflicts amicably

Prerequisites

There are no prerequisites for this course

Duration

1 Day

Course Outline

Module 1: Understanding conflict management

- Guiding principles
 - Preserve dignity and respect
 - Listen with empathy
 - Find common ground without forcing change
 - Honour diversity including your own perspective
- What's your style?
- Nine approaches to managing conflict and disagreement

Module 2: The four-phase process for managing conflict and disagreement

- Introducing the process
- Phase I: Explore
 - Clarify critical issues
 - Identify stakeholders
 - Assess sources of conflict
- Phase II: Plan
 - Recognize your patterns
 - Minimize pitfalls
 - Select strategic approach
- Phase III: Prepare





- Problem solve and decide action
 - Practice
- Phase IV: Implement
 - Carry out plan
 - Evaluate outcomes
 - Follow up and learn
- Review case: serving the customer
- Summary review
- Reflection

