

Gearing You For Growth

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Interpret And Manage Conflict In The Workplace

Course Overview

In most work teams, conflict is more or less inevitable. Poor outcomes, however, are not. Conflict situations could arise when, within a work team, personalities clash or there is disagreement about certain core values. Conflict, when compared to workplace disputes, is usually more of a long-term situation. And while, initially, it may involve only two individuals, it may escalate, with team members choosing sides. Eventually the whole office could be involved, and an extremely volatile atmosphere could be the result.

When people focus on their distress, their work no doubt suffers. Office conflict can lead to lower employee productivity (where gossip and tension becomes a waste of valuable time and energy), poor work attendance, low employee morale, and non-cooperation within the work team. It may even lead to resignations and costly reappointments. At some point or another, it will become crucial for management to intervene. Of course, the trick is not to let things get out of hand in the first place. But how can this be achieved?

Target Audience

The course is pitched at team leaders, first line supervisors and line managers and trade union representatives.

Prerequisites

There are no prerequisites for this course.

Duration

- 1 Day



Course Outline

- Describe the main sources of conflict in a business.
- Explain and demonstrate various techniques for handling conflict.
- Conflict and difficult interactive situations in the workplace.
- Conciliating grievances.
- Dealing with internal dispute procedure.
- Dealing with emotions.

The delegates will receive a practical Industrial Relations file, divided into the various courses and modules for easy reference