

CONFLICT PREVENTION, MANAGEMENT AND RESOLUTION – A LEADERSHIP APPROACH

PURPOSE / OUTCOME

At the completion of the workshop, participants should be able to:

- have a thorough understanding of their personal strengths and obstacles when faced with conflict
- understand the nature, sources and dynamics of conflict
- understand own preferences in conflict management
- apply basic conflict management skills
- understand and implement an appropriate strategy
- understand the difference between a competing and a collaborative approach to conflict resolution
- implement the collaborative approach in conflict resolution
- prepare for a difficult conversation
- know how to address complicating factors

TARGET GROUP

All levels of management and personnel managers, sales and marketing people – those who are managing people and people related issues

CONTENT

- Conflict: understanding the sources and dynamics of conflict
- Self-assessment: preferred conflict style
- Constructive v destructive conflict
- Approaches to conflict: five different styles
- Choosing an appropriate approach
- DVD: What to do when conflict happens
- Dealing with difficult conversations
- Understanding CPR challenges (conflict, process and relationship)
- Dealing with difficult people
- Breaking deadlock

PRACTICAL ACTIVITIES

- General guidelines on what and what not to do in conflict situations
- Learning takes place through extensive analysis of study material, case studies and practical role plays

DURATION

1 day