

Managing Conflict

Based on SAQA's Unit Standard 114226, NQF Level 5, 8 Credits | 4 OPISA CPD Points

Introduction

Conflict in the workplace can have a significant effect upon productivity, motivation and the retention of personnel. It can be extremely costly. This participative programme analyses the types of conflict that occur and sets guidelines for managing those situations.

This two-day course teaches delegates communication and conflict management methodology, providing practical guidance using case studies. This ensures that the skills learned can be immediately implemented thereby making a drastic difference to the way in which they manage conflict situations.

This course is ideal for all office staff who need to develop practical skills and alternative approaches to conflict management, working with others to implement the solutions.

Course Objectives

- Describing the main sources of conflict
- Describing appropriate techniques to manage conflict
- Implementing a strategy to resolve conflict
- Developing the attributes of a good conflict manager

Course Outlines

Sources of conflict

- Identifying sources of conflict, including perceptions and assumptions, with examples of where they are most likely to occur
- Discussing positive and negative characteristics of conflict in the workplace
- Understanding organisational conflict modes
- Using transactional analysis to understand why conflict may arise due to various personality types

Techniques in conflict management

- Understanding useful steps that should be taken to manage conflict
- Identifying the route which conflicts normally follow towards resolution

Appropriate action plan and strategies to manage conflict

- Identifying the methods available to resolve conflict in terms of the Labour Relations Act
- Identifying and justifying the most appropriate strategy to resolve a particular conflict
- Adopting action plans and adapting them to particular forms of conflict
- Understanding the role of organisation policies and procedures in preventing and/or resolving conflicts

The attributes of an effective conflict manager

- Identifying the personal attributes of a good conflict manager and how each characteristic contributes to conflict resolution
- Conducting a skills audit to identify the skills you need to develop to become an effective conflict manager
- Identifying the negative attributes which should be avoided by an effective conflict manager