



# CONNECT THE DOTS

Training & Consulting cc

*This course is delivered **online***

# WORKPLACE CONFLICT MANAGEMENT COURSE

This training is SETA ACCREDITED  
NQF Level 5  
8 Credits

Equivalent to Higher Education Certificate

*Your Lifelong Learning Partner*



**ENROLLMENTS**

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*"We Train Your Employees For Strategic Execution"*



## In the middle of DIFFICULTY lies OPPORTUNITY

This programme is ideal for managers and supervisors who are operating in a senior role and deals with conflicting situations on a daily basis. It gives a grounding approach to dealing with conflict in a manner that seeks to reach a win/win outcome and is collaborative in its approach for all involved. Our programme is designed to cover a range of modules that includes the application and demonstration of:

1. Communication skills,
2. Interpersonal skills,
3. Principles of conflict management
4. Negotiation skills

### What will I learn?

By the end of the course, you will be able to:

- Identify 12 Driving Forces that impact on the way Managers and Supervisors lead with heightened levels of EQ during conflict situations.
- Define and identify conflict within your team, business unit and workplace environment
- Understand and apply conflict management principles within the workplace context
- Understand and explain why conflict is so hard to resolve
- Identify the stages of conflict and the methods of dealing with it
- Follow set approaches to Managers and Supervisors handling conflict
- Demonstrate the importance of communication in a conflict situation
- Understand self and being able to flex your style during a conflict
- Negotiate a positive outcome and resolution during a conflict
- Understand how the impact of South African Labour Relations Act with relation to conflict resolution.



# WHO SHOULD ATTEND

- Managers, Supervisors and staff below management level wanting to learn the art of managing conflict within a workplace environment
- Employees identified for the management/supervisory pipeline
- Managers, supervisors, leaders and frontline staff dealing with internal / external customers wanting to improve their conflict management skills
- Entrepreneurs, consultants, contractors, business owners etc

## Course Information

**Price:** R 4699 p/p

**Hours:** 3 days

## HOW WILL I LEARN?

**This is a full 3 day course that includes classroom learning and ½ day ONLINE PoE building for Managers and Supervisors.**

### Materials and learning aids

Your will receive all learning materials including pre and post work, assignments, assessments and portfolio's prior to the start of the relevant module. Links and e material etc. will be sent to you via email. Hardcopy materials will be distributed on the day training starts.

### Engagement with experts

Facilitator engagement sessions will be held in a classroom. These sessions will be interactive and engaging, giving you an opportunity to engage with the information presented and with our expert facilitators / coaches.

### Chats, networking and support

WhatsApp chats give you the opportunity to interact with your peers in real time and build valuable networks. A closed group will be formed with all participants from your session. Faculty facilitators will have access to this group to support you through your assignments and or pre-post work.

### Dynamic Coaching

Scheduled ½ day group coaching sessions are available post training to support you in applying and cementing skills learnt in the classroom. This cost is excluded in this quotation. Please request a separate quotation for this service.

### Assignments, Assessments and Evaluations

Assignments and assessments (PoE) will be due four weeks after the final training session. This will allow you time to practice the concepts, skills and theory in your own work environment. Evaluations must be completed before the end of each training session. Certificates Certificate of Competence will be issued after successful submission of your PoE and successful verification from the relevant Seta.



# COURSE BREAKDOWN



1. Behavioural profiling – using the 12 driving forces to understand behaviours related to interpersonal skills
2. What is conflict? - Helping you to understand and appreciate how conflict occurs, whilst reviewing your own experiences
3. How to spot conflict - Looking at the tell-tale signs and the more predictable behaviours inherent with conflict
4. Why conflict can be difficult to resolve - A look at the behavioural aspect of conflict. How our desires drive our behaviour and what this means for us as managers, supervisors and our teams
5. Positions and Interests - A further exploration of how we tend to focus on positions when working with own and others interest, and how this can produce better results. This section is supported by an excellent training game.
6. The stages of conflict - Plotting the typical path that a conflict follows and relating this to delegates own experience
7. The five methods of managing conflict - Exploring the methods individuals use to manage conflict, which are: Avoiding, Accommodating, Forcing, Compromising, and Collaborating
8. Negotiation simulation to resolving conflict

## **Experiential Learning - Resolving conflicts you are involved in:**

1. Skills required - Identifying and discussing the key skills
2. Conflict resolution model - Following a set method of resolution
3. Personal conflict situation - Applying skills to a personal situation
4. Negative responses - Coping with typical responses
5. Practice - A chance to demonstrate and practice in a safe environment
6. Resolving conflict between others - How to manage the process of helping others without becoming embroiled

**This training is designed to be highly interactive. Its packed with experiential learning, roleplays, simulations, exercises and practical workplace assignments for you to experience your skills.**

## **Behavioural Profiling**

**Behavioural Profiling – Our Value to you - receive a 12 page profile about yourself**

