



CONFLICT MANAGEMENT

SAQA US: 9533

NQF Level: 3

Duration: 2 Days

Course description

The course is designed to identify and manage the resolution of personal conflict between individuals or teams. The main focus is on the workplace, although the same principles can be used elsewhere. Business teams and leaders are equipped with a range of skills and strategies which will help them to manage and resolve the inevitable conflicts which are part of any business process.

Course outcome

By the end of the course, participants should be able to:

- Understand the nature and dynamics of conflicts.
- Apply various conflict resolution styles and techniques.
- Communicate effectively during conflicts.
- Facilitate negotiations and mediations.
- Foster a positive and inclusive team environment.
- Prevent and manage conflicts ethically and legally.

The Conflict Management course aims to empower participants with the knowledge and skills needed to transform conflicts into opportunities for positive change and collaboration in various aspects of life and work.

Course Content

INTRODUCTION

- 1.1 Language for conflict or co-operation.
- 1.2 Conflict wastes time and money.
 - 1.2.2 Cost to the individual.
 - 1.2.3 Cost to the organization.

MODULE 1: HOW THE VIEW EXPLAINS OUR DIFFERENCES

- 1.1 Different views.
- 1.2 Your reality is not totality.
- 1.3 Difficult people.
- 1.4 Don't argue with perception.
- 1.5 Rather than judge behaviour, connect with needs.
 - 1.5.1 Blame.

MODULE 2: DIFFERENCES IN PERSONALITY TYPES

- 2.1 Communication Styles.
- 2.2 The four Personality Types.
 - 2.2.1 Go-Getter – Mike.
 - 2.2.2 Carer – Sarah.
 - 2.2.3 Analytical – Fiona.
 - 2.2.4 Socializer – Darren.
- 2.3 Accommodating to the Style.

MODULE 3: FIGHT THE DIFFERENCE OR CELEBRATE IT

- 3.1 Is conflict inevitable?
- 3.2 Is conflict constructive?
- 3.3 Road to breakdown.
- 3.5 What drives the conflict?
- 3.6 Resolving conflict.

MODULE 4: ARE YOU BUILDING A BRIDGE OR A BARRIER

- 4.1 You and me becoming we.

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MODULE 5: UNDERSTAND AND MANAGE YOUR FEELINGS

- 5.1 Recognize the anger.
- 5.2 Coping with anger in others.

MODULE 6: DEVELOP YOUR SKILLS AND INCREASE YOUR CHOICES

- 6.1 What's my style?
- 6.2 Key skills for collaboration.
- 6.2 Rules for constructive controversy.

MODULE 7: FOUR STEPS TO RESOLUTION

- 7.1 The steps.
 - 7.1.1 Step one.
 - 7.1.2 Step two.
 - 7.1.3 Step three.
 - 7.1.4 Step four.

MODULE 8: PREVENTING CONFLICT

- 8.1 Preventing Conflict.
- 8.2 Handling Accusations.
- 8.3 Group Conflict.
 - 8.3.2 The Wider Picture.
- 8.4 Case Study.
 - 8.4.1 The problem.
 - 8.4.2 Attending to the other view.
 - 8.4.3 Flushing out unmet needs.
 - 8.4.4 Inviting solutions.
 - 8.4.5 Review Comments.
 - 8.4.6 Successful Mediation.
 - 8.4.7 Agreement.

THEORETICAL ASSESSMENT

- Formative Assessment (Open book test)
- Summative Assessment (Closed book test)

PRACTICAL ASSESSMENT

- Role Play exercise.

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