

FREE TO GROW

Managing Conflict

Many of us have observed first hand the pain, loss and irretrievable damage suffered by individuals, organisations and relationships as result of conflict.

Conflict in the workplace can lead to a breakdown in relationships. Repeated conflicts and misunderstandings can greatly damage morale. Conflict also has quantifiable costs relating to lost working hours. It has, for instance, been estimated that managers spend up to 20% of their time on managing conflict of some kind or another.

However, conflict, like fire, has two faces: the destructive and the constructive. Constructive conflict can lead to creative problem solving, a new level of openness and understanding between people, and ultimately to higher productivity.

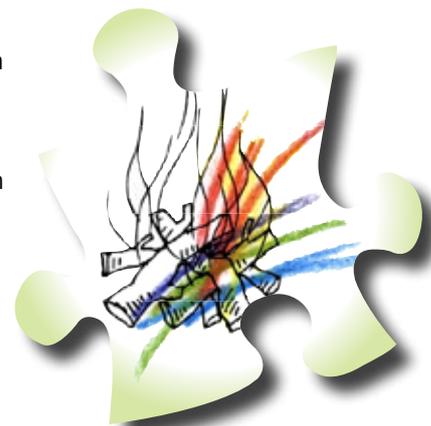
Avoiding conflict is therefore not the answer. What is needed to shift from the destructive to the creative, is an understanding of the true meaning of conflict, an awareness of how we are consciously or subconsciously contributing to it and a set of skills and strategies that can be drawn on to manage a variety of conflict or potential conflict situations constructively.

Managing Conflict has been designed to help people deal with everyday conflict in the workplace by:

- * Making them aware of the potential risk of conflict
- * Fostering a responsible attitude towards the management of conflict
- * Finding ways to avoid unnecessary, petty conflict
- * Developing insight into their own behaviour in a conflict situation and understanding how it impacts the outcomes of the conflict
- * Developing skills and strategies that they can apply in interpersonal conflict situations.

“The Managing Conflict course has contributed to the holistic development of PathCare employees. The feedback has been very positive, making our staff more aware of issues that can be resolved better and giving them tools to resolve conflict in a positive and respectful manner.”

Kirsten Roets
Training Specialist, PathCare Academy



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Benefits

Credibility:

Designed by Free To Grow:

- * Specialists in lifeskills and personal development, with a client base of over 800 organisations in all market segments in Southern Africa.
- * The only South African service provider in this field with ISO 9001:2008 certification.

Impact:

The unique Free To Grow blend of experiential activities provides a fun, highly participative, shared experience that binds people together. Powerful metaphors, visually depicted, form mental pictures with lasting impact.

Alignment to NQF:

The course is aligned to unit standard 9533 (use communication skills to handle and resolve conflict in the workplace) on NQF 3 and has 3 credits.

Programme Overview

1. The two sides of conflict:
 - How it can be constructive and creative.
 - How it can be destructive.
2. Your own experience of conflict and how this affects the way you approach and deal with conflict.
3. Types of interpersonal conflict and where each can occur in your working day.
4. The levels of conflict:
 - The ladder of conflict intensity.
 - Reasons why conflict can escalate and the impact of this on relationships.
 - Signs that conflict is escalating.
5. Causes of interpersonal conflict in your team and organisation.
6. Preventing petty conflict.
7. Different styles of handling conflict:
 - The five styles.
 - The long and short term consequences of each style for yourself and the others involved.
 - Growing from using your instinctive style to using the strategy that is appropriate for each situation.
8. Guidelines for effective handling of conflict.
9. Managing anger and dealing with anger and hostility of others.
10. Dealing with defensiveness.
11. The art of apology.

Target Group

Sales, admin, front line personnel, supervisors, managers

Versions

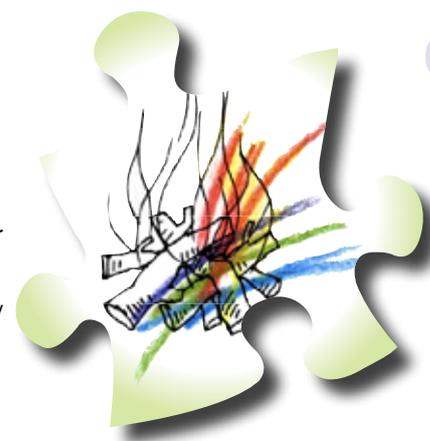
Different versions of the programme are available for learners from different NQF levels.

Duration

One day.

Group Size

A maximum of 16 learners per workshop to ensure individual attention and maximum opportunity for participation and experimenting with new skills.



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