



Conflict Prevention and Resolution

Workshop Duration: 1 Day
Facilitation in English

Workshop Description

Conflict is a natural phenomenon in organizations due to different goals, directions, perceptions, scarce resources and the encouraged culture of competition and independence. Because conflict is natural it will never be eliminated; however, it can be managed effectively, as well most conflict can be prevented entirely.

Conflict does have some positive qualities such as; stimulating creativity, opening up discussion and the sharing of information thus initiating change. If conflict did not exist then the workplace would be fairly stagnant. The real problem occurs when conflict is not functional but dysfunctional; at which point it becomes destructive.

It is a fact that people are more motivated, more effective and more loyal if their manager can remain constructive and help guide them through their difficulties. Through communication, identifying and working with people's fears and providing support through change, managers can build functional teams. These managers are helping their employees to survive in a new, more positive environment by dealing with issues rather than hiding from them.

Who Should Attend

This workshop is for new and experienced managers, as well as team leaders or supervisors who have responsibility for people.

What You Will Learn

- The true costs of conflict and how this impacts you
- Conflict Styles: How do you respond to conflict?
- How to move beyond perceptions and look at conflict from a broader perspective
- Constructive conflict management techniques to help your team deal with issues and move forward
- How to identify where conflict occurs in your organization
- Four ways to resolve common difficult situations such as disputes in groups and meetings, personality clashes, complaints from customers and breakdowns in working relationships.
- Options for prevention and early intervention

At the end of this workshop, you will be equipped to:

- Increase your understanding of others as well as yourself
- Be more open to people's differences and increase their productivity
- Improve your ability to prevent or reduce the incidence of serious conflict and thereby enhance the quality of the work environment



At the end of this workshop, (cont'd)

- Apply skills which will be useful during times of pressure enabling you to stay calm and manage effectively
- Reduce the stress levels at work (and home)
- Enhance your personal status within the organization
- Reduce turnover and improve morale