

Conflict Management Workshop



Conflict Management is critical to the success of every organisation.

All employees need to understand the reasons why conflict occurs and the methods for resolving conflict.

Workshop Content:

- ◆ Introduction
- ◆ Conflict
- ◆ Conflict Defined
- ◆ Reasons Why Conflict Occurs
- ◆ Causes of Different Types of Conflict
- ◆ Beginnings of Conflict
- ◆ Positive and Negative Impact
- ◆ Reaction to Conflict
- ◆ Conflict-Provoking Behaviours
- ◆ Types of Conflict
- ◆ Conflict Is An Indicator Of Change
- ◆ Group Conflict
- ◆ The Changing Workplace
- ◆ Roles And Responsibilities
- ◆ Methods For Resolving Conflict
- ◆ Benefits of Conflict Resolution
- ◆ Conflict Outcomes
- ◆ Techniques for resolving Conflict
- ◆ Understanding The Theory: Conflict Styles
- ◆ Understanding the Theory: “The Interest-based Relational Approach”
- ◆ Using the Tool: A Conflict Resolution Process
- ◆ Behavioural Guidelines

Requirements:

- ◆ All workshops are run in-house
- ◆ Workshops are run either in a suitable facility at the clients premises or at a selected venue that is off-site
- ◆ The client is required to source a suitable venue for the running of the workshop
- ◆ Workshops are run with a minimum of 6 people

Duration: 1 Day

Fees:

R1150 per person excluding VAT (Gauteng)

R1450 per person excluding VAT (Durban)

R1650 per person excluding VAT (Cape Town & Port Elizabeth)

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