

CONFLICT RESOLUTION

Unit Standard	114226
NQF	Level 5
Credits	8
Duration	2 Days
Organisational Development Area	All Administrative and Management Levels

SYNOPSIS

Conflict resolution is a process of attempting to resolve a dispute or disagreement in order to meet the needs of all or at least one party involved. Conflict management and conflict resolution differ. Conflict management include diverse topics like gossip, ridicule, feuding, law and more. The outcome of conflict management is to mediate the process of disagreement to the point of closure, (implying that conflict is not resolved).

All of us experience conflict. We argue with our colleagues disagree with our friends, and sometimes even quarrel with strangers at a hockey game. At times we lose sight of the fact that all this conflict is normal. As long as people are individuals there will be the potential for conflict. That's the first thing to learn about conflict. It isn't wrong or bad, it's just part of being a person in contact with other people. The only people who don't experience conflict are hermits. Since you can't prevent conflict, the most important thing is to learn how to handle or manage it in productive ways. In many industries, the amount of time spent on conflict management is surprisingly high. A study by the American Management Association says that managers spend at least 24% of their time on managing conflict.

What is critical for resolving conflict is developing an understanding of, and a trust in, shared goals. It requires openness, discipline, and creativity. Showing respect for other people and not blaming them enables people to work for mutual benefit. There are no magical phrases or simple procedures for managing conflict. However, there are several strategies for coping with conflict. Knowing when and how to use these techniques can makes you a more effective leader. Organisations need to foster values of collaboration and shared vision. The themes in conflict resolution resonate powerful positive outcomes for enabling participation and shared vision.

This course provides learners with more than skills. It teaches learners to detect and address problems in the workplace; it energises productivity and morale and shows learners that differences properly managed lead to innovation and appropriate work behaviour, self-knowledge and sharpened goals.

COURSE OUTLINE

- Introduction to conflict resolution;
- Conflict in the workplace;
- The differences between conflict management and conflict resolution;
- Interpersonal communication;
- Gender differences at work;
- Guidelines for handling communication breakdowns;
- Listening & questioning skills;
- Giving and receiving feedback;
- Activators, behaviours and consequences;
- The signs and kinds of conflict;
- Your conflict management style;
- The 4 C's of conflict management
- How to effectively handle a conflict situation;

- Types of conflict experienced personally and professionally;
- Skills you need to resolve conflict;
- The conflict resolution process;
- Anticipating conflict;
- Triggers of conflict;
- Personality types/traits;
- Workload issues.

COURSE OUTCOMES

Upon successful completion of this course, learners will be able to:

- Explain the phenomenon of “conflict” in a comprehensive manner in order to value it as a crucial pre-requisite to productivity and action;
- Examine a wide range of conflict sources in order to quickly alert them to typical conflict “triggers”;
- Follow a comprehensive yet effective conflict resolution process in order to create personal and professional growth and to foster productivity;
- Internalise critical skills and use attributes styles and tips that enable conflict resolution;
- Save time and effort by recognising when to prevent conflict as opposed to resolve it.

RECOMMENDED PRE-REQUISITES AND FOLLOW-ON COURSES

- Goal Setting;
- Assertiveness and You;
- Personal Effectiveness Programme.