

CONFLICT RESOLUTION CURRICULUM OUTLINE

Unit Standard	114226: Interpret and manage conflicts within the workplace
NQF	5
Credits	8
Duration	2 days per module and consolidation workshop
Organisational Development Area	Business employees, Junior, Senior, Executive Management levels

MODULE ONE A: CONFLICT RESOLUTION AND IMPLEMENTABLE THEORIES- FOUNDATION LEVEL

- About Conflict:
 - Introductions and Setting Goals for the Course;
 - Recalling Personal Experience of Conflict;
 - Levels of Conflict;
 - The Tools of Conflict Resolution.

- The Win/Win Approach:
 - Stimulus activity;
 - How we behave in conflict;
 - A model for understanding behaviour in conflict;
 - The principles of a win/win approach;
 - When win/win seems impossible.

- Behaviours in Conflict:
 - Fight, flight, flow: some behaviours;
 - When win/win seems impossible;
 - Key features of the win/win approach.

MODULE ONE B: CONCEPTS OF CONFLICT INTEGRATION- DEVELOPMENTAL LEVEL

- Empathy:
 - Exploring the meaning of empathy;
 - Valuing differences – the disc exercise;
 - Introduction to empathy blockers;
 - Detailed look at empathy blockers;
 - Concluding discussion: empathy blockers;
 - Introduction to active listening:
 - Listening to gain information;
 - Asking questions;
 - Listening to give affirmation;
 - Listening when under verbal attack – to deal with;
 - Another's inflammation;
 - Reflection on listening.

- Blocking communication;
 - Experiencing empathy blockers;
 - Experiencing the difference between empathy;
 - Blockers and active listening;
 - Static;
 - Back-to-back drawing;
 - Shopping list;
 - Identifying feelings and responding;
 - Active listening to affirm.
- Appropriate assertiveness:
- Distinguishing between aggressive, passive and;
 - Assertive behaviour;
 - Understanding our responses to conflict;
 - Needs and rights;
 - "i" statements;
 - After an "i" statement: where to next?
 - Additional assertiveness activities.
- Co-operative power:
- Introduction to power;
 - Power bases;
 - Power game relationships – persecuting;
 - Rescuing and playing victim triangle;
 - Discovery circle;
 - Personal power;
 - Transforming "i should" to "i choose";
 - Shifting away from demand behaviour;
 - Exploring positive outcomes from the past;
 - Dealing with difficult behaviours;
 - Responding to resistance from others;
 - Working with powerful people;
 - Concluding comments.
- Power line-up:
- Power game triangle and discovery circle.
- Demand behaviour:
- Exploring positive outcomes from the past.
- Dealing with difficult behaviours:
- Responding to resistance from others;
 - Developing responses to deal with resistance from.

CONSOLIDATION WORKSHOP

Business Communications Workshop participants will be able to integrate the procedures given over in the training, and then consolidate the learning with questions and answer feedback in the workshop. Other areas that will be covered in the workshop are:

- Dealing with Difficult Behaviours;
- Demanding Behaviour;
- Co-operative Power;
- Appropriate Assertiveness.



Unit Standard	114226: Interpret and manage conflicts within the workplace 120305
NQF	5
Credits	5
Duration	2 days per module and consolidation workshop
Organisational Development Area	Business employees, Junior, Senior, Executive Management levels

MODULE TWO A: MANAGING EMOTIONS- FOUNDATION LEVEL

- Identifying emotions and their effects:
 - Expressing our emotions;
 - Handling our own anger;
 - Managing our emotions;
 - Handling difficult emotions in others;
 - Concluding discussion.

- Exploring our emotional responses to conflict:
 - Focusing;
 - Handling another person's inflammation;
 - How do you feel today?
 - Accepting our emotion.

- Cycle of emotion:
 - Handling your own anger.

- Exploring our response to conflict;

- Focusing on conflict:
 - Handling difficult emotions in others.

- Exploring our unwillingness to resolve:
 - Projection;
 - Resentment and acknowledgement;
 - Forgiveness;
 - Managing unwillingness to resolve in others;
 - Concluding comments.

- Projection and shadow;

- Managing unwillingness to resolve in others.

MODULE TWO B: MAPPING CONFLICT – DEVELOPMENTAL LEVEL

- Introduction to mapping:
 - The steps of mapping;
 - Reading a map;

- When to use mapping;

- When it is difficult to identify the issue;

- From mapping to generating solutions;

- Hand-outs:
 - Mapping;
 - How to uncover needs;
 - Reading your map;
 - Source areas of conflict;
 - Stimulus activity;

- Creating option:
 - A practice session on designing options;

- Steps in selecting option:
 - Acting on the chosen option;
 - Concluding comments.

CONSOLIDATION WORKSHOP

Business Communications Workshop participants will be able to integrate the procedures given over in the training, and then consolidate the learning with questions and answer feedback in the workshop. Other areas that will be covered in the workshop are:

- Emotional intelligence integrated learning systems;
- Implementation and experiential learning of Conflict Mapping.

Unit Standard	114226: Interpret and manage conflicts within the workplace
NQF	5
Credits	5
Duration	2 days per module and consolidation workshop
Organisational Development Area	Business employees, Junior, Senior, Executive Management levels

MODULE THREE A: NEGOTIATION AND AGREEMENT SKILLS- FOUNDATION LEVEL

- Exploring the concept of negotiation;
- The phases and skills of a negotiation;
- Responding to resistance from others;
- Opening a negotiation;
- Using disc to understand negotiation styles;
- Responding to "unfair" tactics;
- Practising negotiation;
- Buying and selling;
- Opening a negotiation;
- Negotiation in practice;
- The skills of negotiation;
- Disc negotiation styles worksheet;
- Strategies for responding to unfair tactics;
- Responding to unfair tactics;
- Negotiation: preparation phase.

MODULE THREE B: RESILIENCE AND CONFLICT RESOLUTION – DEVELOPMENTAL LEVEL

- Psychoeducation - some basic theory on mental health and wellbeing at work;
- Relaxation and stress management techniques;
- Cognitive behavioural therapy (CBT) techniques;
- Problem solving and creativity;
- "Centering" and embodied (aka somatic/sensory-motor) approaches to resilience;
- Encouraging social support and empathy;
- Supporting organisational structures, processes and culture to build resilience;
- Realistic optimism, gratitude and mood management;
- Mindfulness and attention training.

CONSOLIDATION WORKSHOP

Business Communications Workshop participants will be able to integrate the procedures given over in the training, and then consolidate the learning with questions and answer feedback in the workshop. Other areas that will be covered in the workshop are:

- Resilience;
- Psychoeducation;
- Negotiation in Practice;
- Problem solving and;
- Realistic optimism;
- Mindfulness and attention training.

