

## **CONFLICT MANAGEMENT AND RESOLUTION IN THE WORKPLACE (CMR/2D)**

DURATION: 2 DAYS

TIME SCHEDULE

Time: 9:00am to 5:00pm

Lunch Break: 1:00pm to 2:00pm

### how to cure a *nasty* workplace culture



### **INTRODUCTION**

*“To effectively communicate, we must realize that we are all different in the way we perceive the world and use this understanding as a guide to our communication with others.”- Anthony Robbins*

Conflict is a defensive mechanism of human behavior at work; it displays itself under different situations and circumstances in every work environment. As such, conflict resolution is becoming a critical area of concern in every supervisory and managerial development. Conflict is inevitable. It leads to anger, grudges, hurt and blame. In fact most conflicts can be resolved easily with less tension, anxiety and fear than you ever thought possible. Most importantly it can be done in a way that actually benefits all concerned.

When conflicts are not managed effectively, it may turn out to be cancerous to team morale and work relationship in the company. A proper Management Process Control (PMC) is needed for Managers and Supervisors to be effective in counseling and conflict resolution that may threaten any work environment. Managers and Supervisors need proper counseling techniques and conflict management methodologies as a critical part of their managerial development training.

This intensive, hands-on, activity driven program teaches skills that focus on dealing with difficult conversations from colleagues and customers alike. By providing you with a rigorous training environment, your active participation in our program will enable you to apply and sustain your learning to a point of forming winning habits. You will have the ability to create the greatest positive impact at every given opportunity when facing difficult or challenging conversations every time.

**Conflict Managing And Resolution In The Workplace** focuses on the following areas:

- Communication
- EQ management
- Influence

- Negotiation
- Relationship building

## **BENEFITS**

After completing the training, you should be able to:

- Handle conflicts in a responsible manner
- Improve inter-personal relationship with people
- Maintain a positive work environment
- Solve problems amicably
- Understand and employ the communication process effectively

## **KEY CONTENT**

**Day 1:**

### **MODULE 1 - OVERVIEW**

- Context setting
- Definition of conflict
- Our worldview
- Barriers to communication
- Reframing tools

### **MODULE 2 – INTERPERSONAL COMMUNICATION**

- Building credibility
- The 4 Quadrant Communication Model
- Identifying your personal style of communicating
- Developing your style towards effective conflict management
- Shifting into positive action

### **MODULE 3 – BEING EFFECTIVE IN COMMUNICATION**

- Applying learning in the workplace and relationships
- What others say and do and what is important to them
- What we do more of when managing conflict with different people
- What we avoid doing when managing conflict with different people
- World café: Revealing our blind spots

### **MODULE 4 – OVERCOMING CHALLENGING SITUATIONS**

- Bad News Bears
- Gossip Mongers
- Drama Kings and Queens
- Chicken Littles
- The Victims
- Bullies and Back-stabbers

## Day 2:

### MODULE 5 – THE ROOTS OF CONFLICT

- Facts
- Methods
- Goals
- Values
- The 3 common scenarios of workplace conflict

### MODULE 6 – CONFLICT RESOLUTION

- Escalating conflict levels
- Conflict resolution model
- People, issue and actions
- Conflict resolution approaches
- The 4 Flags

### MODULE 7 – CONFLICT RESOLUTION STYLES

- The Red Flag
- The White Flag
- The Yellow Flag
- The Blue Flag
- Situational conflict resolution

### MODULE 8 – COACHING WISDOM

- Steps to resolve conflict: Associate to supervisor
- Steps to resolve conflict: Associate to associate
- Steps to resolve conflict: Third party conflict
- Coaching to resolve conflict
- Facilitation questions

## AUDIENCE

Those involved in human resources, supervisory and managerial positions, front line leaders, customer service and customer-support as well as everyone who has a stake in the organization's top line revenue growth and its sustainability

## METHODOLOGY

To change your direction, shift your thinking.

However long ago you learnt to ride a bicycle, it's likely an experience you've never forgotten. The skill remains with you today. When was your last corporate training program? How much of what was learnt is actively applied in your business today? Are all that remains the workshop manuals left on your shelf?

Our programs are initiatives that last. They encourage new ways of thinking. They open up ways to create extraordinary achievements. We believe individual behavior and attitude contribute significantly to the overall excellence of your organization. So we focus on what really matters.

Our unique methodology of combining experiential, instructional and discovery learning, and supported by modern coaching technology, creates powerful shifts in attitudes and behavior that will

encourage sustainable change in your organization. These changes make an impact on results where it matters.

In our programs, you can expect an extensive use of case studies, debriefing, dyads, facilitated coaching, feedback, games and activities, group discussions, lectures, psychodramas, simulations, story-telling and structured instruments.