



Conflict Management

Course Outline



Your business outcomes are our priority. Proving impact in real time.

Aim

This course is designed around the premise that conflict is neither good nor bad – it's the way we deal with it that determines the outcome. Delegates gain an in depth understanding of what triggers conflict, how to recognise and categories situations and apply practical, structured resolution techniques.

Without a doubt, conflict resolution is about strategic intervention which isn't possible until we have the skills necessary to approach it in this manner.

What Others Had to Say About this Course...

"Trainer was insightful and had good energy. Content provided useful information for everyday application." – Anita, Tristan Da Cunha

Who Should Attend this Course?

This course will benefit all staff who potentially deal with conflict, including Sales Staff, Office Staff, Retail Staff, Managers, Supervisors, and Team Leaders.

Outcome

The learners will be able to recognise and deal with a conflict situation in a more deliberate way, thereby minimising any potentially negative impact. Their new-found knowledge will embolden them to intervene timeously and implement proven resolution strategies.

SAQA US ID	NQF LEVEL	CREDITS	US TITLE
114226	5	8	Interpret and manage conflicts within the workplace

The unit standards above are an indication of the content of the workshop. Our workshop theories are designed to include the outcomes recommended by SAQA US IDs.

Duration: 2-Days

Content

Topic	Details
What is Conflict Management?	• Understanding what this skill encompasses
Why is There Conflict?	• Common causes of conflict explored in detail.
Your Own Conflict Handling Modes	• Challenging some of our habitual “conflict related” thoughts – to act or not to act – introspection prior to resolution. • Attitudes to dissolve conflict • Personal conflict management approach
Understanding People but also Ourselves	• Four personality types and their characteristics
Identifying the Stages of Conflict	• Recognising the stages
The relationship Between Competition and Conflict	• It is essential we understand the differences between these. • Using assertive speech in non-violent communication
The Five Modes of Conflict	• We can deliberately choose a conflict mode – what are the various modes? We analyse case studies.
Collaboration	• Building a collaborative habit
Creating an Organisational Conflict Management Plan and Policy	• Approaches and behaviour
Creating an Organisational/Team/Meeting Conflict Management Plan	• Laying down avenues for conflict resolution in a group.
Mediation	• The skills required and how to effectively implement them.

Optional Purchases

When ROI and Implementation Matter

At Staff Training, we understand that each individual and/or organisation has unique needs and goals. We have developed a range of valuable, but optional purchases to maximise your training outcomes:

SETA Accredited Training Options

Most of our workshops are aligned with SETA Accredited unit standards, or you can opt for the fully accredited version of your workshop choice. This includes a certificate of competence when successfully completed. All other certificates are certificates of attendance.

The Afterburner

Afterburners are additions to selected workshops. These continued learning courses include a re-cap of material covered during the workshop and continue to expand on both knowledge and skills development for the workplace.

Skills Check

Skills Checks are extremely useful in the measurement of ROI of soft skills training. This tool is structured to help the learner improve on the implementation of new skills through a goal-driven process of accountability and reflection.

LevelUp Coaching

A 2-hour, one-on-one coaching option for those who would like to address and build on the knowledge they gained during training. Converting theory into practice under the tutelage of an experienced coach.

PowerPath Coaching

A powerful investment into your future leaders. One-on-one leadership coaching with the globally acclaimed Enneagram as the self-mastery tool.

Staff Training is an accredited IEQ9 Provider. Our Enneagram offerings include a SETA Accredited version of a leadership development workshop as well as an emotional intelligence and Enneagram combination. You can also explore our specialist hybrid offerings of workshops and coaching below.

[Enneagram Group Coaching Journey](#)

[Enneagram: Insight to Action](#)