

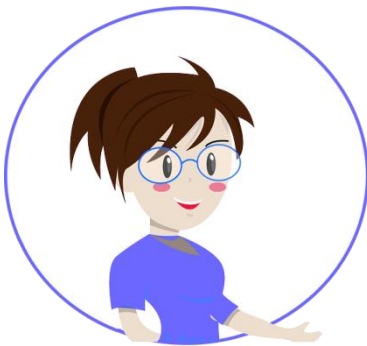
Conflict and Diversity

Aim

This workshop is geared towards sensitising staff to all aspects of diversity. The aim is to have the delegates interactively gain an understanding of the power of perception – both theirs and that of their clients – and explore resultant misunderstandings.

They will be equipped with the tools they require in order to diffuse problematic situations in the interest of minimising conflict and maximising resolution.

What Others Had to Say About this Course...



Thank you, this is really going to help me with the community conflicts, I can see where I have been misreading them. Thank you again! Tsokolo – Housing Development Agency, Bloemfontein

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 qualifying learner is capable of:

- Demonstrating understanding of the underlying dynamics that give rise to perceptions of diversity.
- Applying knowledge of psychosocial factors that have relevance for inter-group relationships.
- Investigating issues of privilege and power among members of a specific community.
- Proposing a course of action to bring about change in a selected community

SAQA US ID	NQF LEVEL	CREDITS	US TITLE
8664	4	4	Examine social features as pertaining to 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

Cultural Diversity	<ul style="list-style-type: none"> Defining diversity and culture Exploring transmitted behaviour How our perceptions are formed
Understanding People	<ul style="list-style-type: none"> The different personality types
Challenging and Shaping our Perceptions as Adults	<ul style="list-style-type: none"> Thought, action, habit, character, destiny Understanding our own and others resistance to change
Resistance to Change: The Human Barrier	<ul style="list-style-type: none"> The most common reasons for resisting change Measuring the steps of adaption to change How we behave when confronted by change
Understanding Prejudice	<ul style="list-style-type: none"> The South African workplace Prejudice – stereotyping at work
The Role of the Media	<ul style="list-style-type: none"> Using case studies
Issues of Conflict and Cooperation, Power and Privilege	<ul style="list-style-type: none"> South African history of prejudice and discrimination: Apartheid Where do we go from here?
The Reasons for Conflict	<ul style="list-style-type: none"> Common causes of conflict: disputes of right and disputes of interest Common daily causes or sources of organisational conflict
Our Personal Conflict Approach	<ul style="list-style-type: none"> Seven attitudes to dissolve conflict
How to Collaborate	<ul style="list-style-type: none"> A typical collaborative process has three well-defined stages, each containing a number of steps, tasks, or objectives
Concentrating on Areas of Similarity and Positivity	<ul style="list-style-type: none"> Practical exercises
Identifying the Stages of Conflict	<ul style="list-style-type: none"> Stages of conflict: Potential, latent, open, and aftermath The five modes of conflict Case study exploring potential approaches
Culture and Etiquette From Around the World	<ul style="list-style-type: none"> We are all part of a global community, but how well do we know each other? Tips for travellers and further reading