



# Conflict and Diversity

Course Outline



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

## 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

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

# 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**