



CONFLICT MANAGEMENT

AIM & APPROACH:

The workshop is built around a series of case studies and role plays based on the key interpersonal skills. Constructive feedback is provided throughout the process.

AUDIENCE:

Employees who need to improve their capability in confronting and handling conflict effectively.

DURATION:

1 Days

PREWORK:

Participants will be asked to complete Kilmann's Diagnostic before the event

OBJECTIVES:

- Define constructive confrontation and identify the effective skills and behaviours to use in conflict situations
- Assess conflict situations in the workplace
- Review their own preferred style of dealing with conflicts
- Identify a five stage process for joint problem solving

AGENDA:

- Instruction, objectives and agenda
- Defining constructive confrontation and assessing conflict situations
- Review of personal diagnostic
- Approaches to handling conflict situations – Self-assessment
- Relationship Audit & Transactional Analysis
- A five stage process for Joint Problem Solving
- Key skills and behaviours for constructive confrontation situation
- Role play exercise and analysis

WORKPLACE ACTIVITY:

Complete a learning log in relation to difficult situations that could have been handled better.