Course: **Conflict Management for Supervisors and Managers**

Contact Hours: **6**

Abstract

This **Conflict Management for Supervisors and Managers** course is designed to equip participants with the requisite knowledge, skills, and competencies, proven to be essential for preventing, minimizing and managing conflict in the workplace. It examines how conflicts are caused and how to prevent or de-escalate them through the effective use of Emotional Intelligence skills and proven conflict resolution techniques. Attendees will, therefore, acquire essential skills for managing conflict situations in a confident, diplomatic and emotionally intelligent manner.

Participants will also learn how to manage the process of helping others resolve conflicts without becoming embroiled. They will practice techniques for managing conflict as they engage in interactive learning, using a variety of approaches inclusive of group exercises, relevant role plays, simulations and instructor coaching. Attendees will acquire tools that will assist them in learning how to hone their conflict management skills, develop plans for dealing with conflict in both individual and team situations and employ a variety of strategies for defusing conflict situations in the workplace, while they gain relevant knowledge and skills to support them directly in their professional roles.

Target Audience

This course is geared towards Supervisors, Managers or anyone at any level of the organisation desirous of enhancing his/her conflict resolution skills and therefore all individuals who would benefit from helping others resolve differences at work.

Learning Outcomes

Upon completing this course, participants will be able to:-

1. Examine the nature, sources, types, causes and stages of conflict and discuss how individuals respond to it, based on their personality profiles from the DISC Personality Inventory.

2. Describe the five (5) conflict-handling modes and techniques and identify when to use them along with examinaton of one's current approach to managing conflict.
3. Practise additional ways of creating a climate conducive to building harmony and cohesion by utilising coping strategies for dealing with difficult people and situations.
4. Implement healthy conflict resolution techniques and various strategies to prevent or minimize the occurrence of conflict and to de-escalate volatile situations both involving individuals and teams in the workplace.

Course Content

Welcome, Introductions and expectation-setting session: Sharing of Course Objectives - Stimulus Activity as Icebreaker.

- **_(Learning Outcome #1)_**

Defining conflict. Power Point presentation**.** The nature and causes of conflict – stages, causes and types of workplace conflict. Sources of Conflict. Exploring the Cycle of Conflict. **The stages of conflict** – Plotting the typical path that a conflict follows and relating this to participants' own experience.

Administration of the DISC Personality Inventory.

Participants identify and explore the key facets of their own personalities - personality differences, strengths and weaknesses. Implications of these factors for managing conflict and consensus-building. Discussion of the DISC model which is comprised of four primary behavioral styles: D, I, S and C. Each style is very different, and each style comes with built-in **conflict** toward each of the other styles.

- **_(Learning Outcome #2)_**

Video Session and debriefing. Exploring **Thomas-Kilmann's** five conflict-handling modes - _Avoiding, Accommodating, Forcing, Compromising and Collaborating_. Examination of these modes – their degrees of assertiveness and cooperation with focus on the drawbacks and usefulness of each method - A situational and customized approach. Questionnaire - _What is my Conflict Management Style?_ Exploring techniques that help us to better understand, use and appreciate the role of **Goleman's** Emotional Intelligence approaches in developing skills for managing conflict in a professional and considerate manner.

- ***(Learning Outcome #3)***

Group Activity: Using role plays and simulated situations for problem-solving. Participants provide positive examples of how to deal with conflict in given scenarios and case studies. Strategies to be employed to properly handle negative emotions in a group setting.

Brainstorming additional ways of creating a climate conducive to building harmony and cohesion - Communicating assertively vs. aggressively.

Examining **poor approaches vs. recommended approaches** to Conflict Management. Using customized approaches for different situations. Group Presentations - **Debriefing and analysis.** Dealing with disruptive behaviour and disagreements in individual and group situations. Tips for success in preventing problems and dealing with difficult escalating situations in the workplace.

- **(*Learning Outcome #*4)**

Conflict Management Guidelines – Implement healthy conflict resolution techniques and various strategies to prevent or minimize the occurrence of conflict and de-escalate volatile situations in the workplace. Facilitating Conflict Resolution - Using Seven Steps to Iron Things Out. Applying the **Three Step Conflict Resolution Model** and the LADDER approach to resolving and managing conflict.

Group presentations on additional ways of creating a climate conducive to building consensus - Communicating assertively - **Using "I" statements**. Discussing listening tips that help you to be a better communicator. Techniques that create healthy discussions vs. those that allow dysfunctional arguments and conflicts.
Examining guidelines for managing our anger and stress levels. Ways of dealing with anger and de-stress options effective in preventing the escalation of conflict.

Personal Action Plan & Wrap-up

Action Planning. The way forward **-** Acknowledging and celebrating the main points and "take aways" from this workshop.

~~~~~~   **Reflections & Closure .**   ~~~~~~