COURSE DURATION

16 hours

COURSE SYNOPSIS

The new trend in conflict management is to maintain or enhance relationship while solving the conflict. This course is designed on the premise that working together, supervisors will:

- Identifying roles and responsibilities of each member to resolve conflict

- Encouraging effective conflict strategies

- Assessing effectiveness of conflict management

- Document conflict management details for all involved parties

COURSE OBJECTIVES

By the end of this course, learners will be able to:

1. Identify signs, stages and causes of conflict

2. Explain roles and responsibilities of all employees to reduce conflict for better performance

3. Apply conflict management techniques to resolve and manage conflicts

4. Employ right resources to help resolve conflicts

5. Prepare conflict management report and monitor conflict management progress

TARGET AUDIENCE (SUPERVISORY AND MANAGERIAL)

The audience is supervisory staff with leadership responsibilities, relevant for all sectors

ASSUMED SKILLS

- Learners must be able to read, write, speak and listen to English at secondary school level

- Learners to have minimum GCE 'O' level or ITE certificate education

- Learner should have at least 1 year's working experience in any industry

TRAINING METHODOLOGIES

- Interactive Lectures
- Group Discussion
- Role Play
- Case study
- Activities

COURSE CONTENT

Learning Unit 1: Are We Having Conflict?

- Understanding conflict

- Signs, stages and causes of conflicts

- Point of contention

Learning Unit 2: My Role in Conflict

- Individual roles and accountabilities for managing conflicts.

- Identify roles and responsibilities of team members to minimise sources of conflicts that may affect team performance

- Team leader roles and accountabilities for managing conflicts.

Learning Unit 3: Let's Resolve Conflict

- Conflict management techniques

- Facilitation, communication and negotiation methods for managing conflicts

- Legal and ethical considerations relating to conflict management

- Work with affected team members to resolve conflicts

Learning Unit 4: Find Helping Resources To Resolve Conflict

- Research sources of internal and external assistance to resolve the conflicts

- Organisational policies and procedures which provide

clarification or assistance in relation to the management of conflict

Learning Unit 5: Document and Monitor Conflict Management Progress

- Write reports, including comprehensive details of the conflicts, the parties involved, discussions with all parties and the management

- Monitor and review agreed actions to resolve conflicts.