



## Conflict Resolution & Management Training Seminar

### Who Should Attend:

The target audience for this training seminar is managers and individuals with management responsibilities whose success depends on managing people successfully through clear communication, a cooperative attitude and commitment to shared goals.

### Objectives:

At the end of this training seminar participants will be able to:

- Identify and appreciate the differences between organizational and interpersonal conflict
- Distinguish personalities from issues and focus on interests, not portfolios
- Identify and address immediate tensions and disagreements
- Determine when and how to apply the 5 conflict-resolution techniques:
  - € Avoiding
  - € Accommodating
  - € Compromising
  - € Forcing
  - € Collaborating
- Recognize potential conflicts and apply conflict resolution strategies to defuse them:
  - € Giving & receiving criticism
  - € Managing disputes at various levels of an organization
  - € Reconciling and resolving differences or disagreements within a team
  - € Identifying and accommodating different personality types

### Content:

#### **The Management Experience & Value Systems**

- Getting people to want to do what is required
- The challenges experienced in trying to motivate others
- Basic values and their effect on person's work life
- The productive and non-productive effects of values

#### **Personal Styles**

- Identify personal styles and develop profiles
- Gain insight into the strengths and limitations of their profile
- Observe and use behavioral clues to define others' personal styles
- How to use the personal profiles to work more effectively

## **Motivation Factor**

- Review employee motivation factors and how they impact behaviors and work settings
- Customizing motivational techniques to match individual employees and situations

## **Understanding and managing difficult people: - *Observing their body language, listening and giving appropriate feedback***

- Employing the active listening technique to gain information and understand employees' perspectives
- Best practices of positive and corrective feedback
- Managing difficult employees: - how to employ appropriate value measurement

## **Conflicts & Delegation**

- Review the different areas of conflict resolution
- The techniques/ styles to address or manage conflict
- Different stroke for different folks – different techniques for different situations and people
- Identify various delegation styles: and using them to be more effective
- Match suitable delegation style to different employees and situations

## **Appreciating culture and sub-cultures within an organization**

- Observing and defining organizational culture
- Determining the impact of these cultures and sub-culture
- Explore the beliefs and ideas that defines the team's thinking and actions
- Build the team's culture

## **Do we need emotional intelligence?**

- Basic elements of emotional intelligence
- Self Assessment
- Develop strategies to constantly improve on yourself

## **Ethics and Leadership**

- Identify values within the group
- Visions for ethical leadership

## **Plan of action**

- Crafting a specific plan for application of the conflict management skills to the job
- Set up a team that can support the action plans