

MANAGING CONFLICTS AT WORK

DATE: 21-22 June / 8-9 November 2023
28-29 February 2024

FEE: RM1,100

DURATION: 2 Days

HRD CORP SCHEME:
HRD Corp Claimable Courses

PROGRAM OVERVIEW

Wherever there are people, there always will be conflict. Our natural response when confronted with conflict is to either run away or stay and battle it out. Whichever response is chosen we can sometimes feel uncomfortable with the results; either because we have imposed our will on another, or they have imposed their will on us. Managers have to deal with conflict in the workplace every day. Conflict management is the ability to be able to identify and handle conflicts sensibly, fairly, and efficiently.

LEARNING OUTCOMES

Upon completion of this program, participants will be able to:

- Recognize their preferred way of dealing with conflicts
- Recognize different types and causes of conflict
- Recognize the effects of conflict on the organization
- Analyze a conflict using transactional analysis
- Identify possible areas of conflict with other personalities
- Recognize different styles of conflict management
- Apply a 5 steps conflict resolution process
- Proper communication skills in managing conflict

METHODOLOGY

- Facilitator presentations
- Group discussions and activities
- Demonstrations
- Role play
- Individual assignments
- Presentations
- Video

WHO SHOULD ATTEND

- Mid/Senior Level Manager
- First Level Manager
- Executive/Supervisory

FACILITATOR

Bart Van Grinsven

He has conducted training programs for companies in various industries, such as Oil & Gas, Banking & Financial Services and Manufacturing, for groups ranging in size from 10 to 250 people. His portfolio as a Consultant includes Leadership & Managerial Development, Team Alignment Programs, Transactional Analysis, Behavioral Therapy, Assertive Behavior, Coaching, Situational Leadership, and Communication skills.

PROGRAM CONTENT

Module 1

Thomas-Kilmann questionnaire

What is conflict?

- Different causes of conflict in the workplace (Poor management, unclear job roles, poor communication, inadequate training, change)
- Possible negative and positive effects on the organization

(Negative: Decrease in productivity, high turn-over, stress, gossip)

(Positive: increase of creativity, improve critical thinking, improve communication patterns)

Discussion

Module 2

The four types of conflict:

- Intra personal conflicts
- Inter personal conflicts
- Structural conflicts
- Cultural and ideological conflicts

Presentations of examples

Module 3

Intra personal conflicts

- Introduction to Transactional Analysis (The development of our personality, how do we deal with personal conflicts)
- PAC model (The Parent-Adult-Child model and how these ego-states communicate with each other)

Activity: Exploring our inner Parent-Adult and Child ego state

- The OK corral

(The way we look at ourselves and the world which defines our conflict managing style)

Role-play

Module 4

Inter personal conflicts

- Conflicts with different people
- What is our preferred way of dealing with conflict? (Based on outcome of the Thomas-Kilmann questionnaire)
- The pro's and con's of the 5 different types of conflict-management styles

Presentations

Module 5

Conflicts with different people

- How to deal with "difficult people"
- Role-plays with feed-back

Module 6

Conflict resolution process

(Identify, analyze, options, solution, agreement)

- Negotiating in conflict

The hostage situation role play

- Creating a win-win situation
- Listen to understand and questioning skills
- Practice in interview

Module 7

Being assertive

- Aggressive, passive and assertive behavior
- Practice in role play with feedback

Module 8

Stress management during a conflict

- What is stress? Why does conflict causes stress? What can you do to avoid and reduce the stress?
- Personal development plan

PROGRAM SCHEDULE

Day 1

9:00am - 10:30am	:	Module 1
10:30am - 10:45am	:	Coffee Break
10:45am - 1:00pm	:	Module 2
1:00pm - 2:00pm	:	Lunch
2:00pm - 3:30pm	:	Module 3
3:30pm - 3:45pm	:	Coffee Break
3:45pm - 5:30pm	:	Module 4
		End of the day



Day 2

9:00am - 10:30am	:	Module 5
10:30am - 10:45am	:	Coffee Break
10:45am - 1:00pm	:	Module 6
1:00pm - 2:00pm	:	Lunch
2:00pm - 3:30pm	:	Module 7
3:30pm - 3:45pm	:	Coffee Break
3:45pm - 5:30pm	:	Module 8
		End of the day