

# CONFLICT RESOLUTION

## OBJECTIVE

Unaddressed and unresolved conflict, be it overt or passive in nature, can lead to building of resentment between staff at all levels. This in turn negatively impacts on performance and productivity, not to mention making work a downright unpleasant experience! This module addresses the approaches to dealing with conflict.

## TARGET CUSTOMER

This programme is designed for all staff.

## LEARNING OUTCOMES

- By the end of the course, participants will recognise that conflict is neither 'bad' nor something to be avoided or suppressed. The only thing which is 'good' or 'bad' about conflict is how it is dealt with.
- How to diagnose the real cause of the conflict. Understanding that the presenting problem is often not the real issue, and how to get to the secondary cause.
- How to decide the tangible consequences of a conflict and whether it should be solved or 'dissolved'.
- What it takes to be both 'willing' and 'able' to effectively confront conflict constructively.
- If staff members involved in conflict are to reach a settlement then they must be included as part of the solution. They will learn the rules of active listening and problem solving to achieve positive outcomes.

## WORKSHOP OUTLINE

- Conflict - good or bad?
- Diagnosing the cause of Conflict
- Determining the tangible consequences of Conflict
- Willingness to confront Conflict
- Mediation, Conciliation or Arbitration? Making the right choice
- Listening as a process for participants in the Conflict
- Problem Solving Approaches

## DURATION

Four (4) hours