



Course Name: Conflict Management & Resolution

Course Dates: 17th -19th August 2016

Course Fees: 30,000

Introduction

Because no two individuals have exactly the same expectations and desires, conflict is a natural part of adults work interactions- especially intricate in delivering protection and/or assistance in complex humanitarian contexts. **Conflict management** is known as process of limiting negative aspects of **conflict** while increasing positive aspects of **conflict**. ICHA's **conflict management & resolution** course lives this disposition - and further helps cohorts structure mediation steps that though don't guarantee (100%) agreement, however on evaluation and application greatly improves likelihood that conflict issues / problems are well understood, solutions explored, and consideration of the advantages of a negotiated agreement occur within a relatively constructive and secured framework.

ICHAs Conflict Management Course uses many models including renowned **Thomas Kilmann Instruments** (TKI) tools & techniques among others to equip cohort with necessary attitude and character to deal with diverse types and stages of conflict resolution settings, presenting confidence and appreciation needed for effective resolve. Determining conflict in a positive skilled manner can lead to much-improved professional, personal relationships & work production teams. Mastering a few fundamental conflict resolution skills will qualify you to become a better leader, decision-maker, co-worker and friend. Done well, conflict resolution skills show evidence of many saved relationships, time and resources, while improving team productivity strategies for managers.

Training Course Objective

By the end of this course participants will:

- Understand what conflict is and its triggers
- Rationalize what Conflict / Violence / Aggression at work is, who is at risk from it and reasons for it.
- Describe laws in place to manage workplace conflict and violence
- Illuminate conflict problems solving flexibility approach – practice on cases
- Identify a safe place for conducting resolution negotiation
- Contribute conflict experience case of a work related conflict, understood why it happened and share analysis applying models
- Support practiced assertive behavior to avert stakeholder needs clearly in conflict decisions

- Evaluate conflict resolution mechanism models / framework
- Identify common signs (competition items) of potential work confrontation.
- Justify challenges to deal with confrontation and how to stay safe in different contexts
- Understand how a listening stance is important for conflict resolution application
- Support and coach junior managers with attitude to manage conflict successfully and to ensure organization effectiveness & build agreement that work

Who should attend?

This training is aimed at anyone who wants to develop skills in the crucial area of people management, and for team managers who want to develop techniques to deal with challenging work attitudes & perceptions. ICHA works with people from all sectors including public sector, voluntary sector, corporate sector ,private sector and humanitarian sectors. Practical for both employers and employees as content highlights what to do in situations of interpersonal conflict as well as how to deal with confrontation between others. Course useful for managers looking to implement a conflict management risk assessment or those who wish to understand more about leading diverse teams.

Course Content/Topics to be covered

Defining conflict - work related conflict - Which Conflict Mode Is Used Most Frequently (Whether in a Group or in an Entire office or Country) - What is the problem - Resolving the Four Foundational—Inner—Conflicts – Risk Assessments - Identifying conflict hazards – Why employees don't report conflict - evaluating and reducing conflict risks- monitoring – recording and reviewing conflict practices – Signs of conflict - Are Surrounding Systems Separate from Your Inner Self ? - The Inherent Conflict Regarding Who Determines Your Self - Worth - Modifying the Underlying Dimensions of the TKI Conflict Model – 8 steps to conflict resolution - Looking at E-mail Negotiations - Conflict Models - Conflict Management and Expanding Consciousness - reasons for and impact of conflict, cases of interpersonal conflict in different workplaces - The Law on conflict - Conflict Risk Assessment - employer responsibilities - Confrontation and Personal Safety – conflict modes advantages and costs