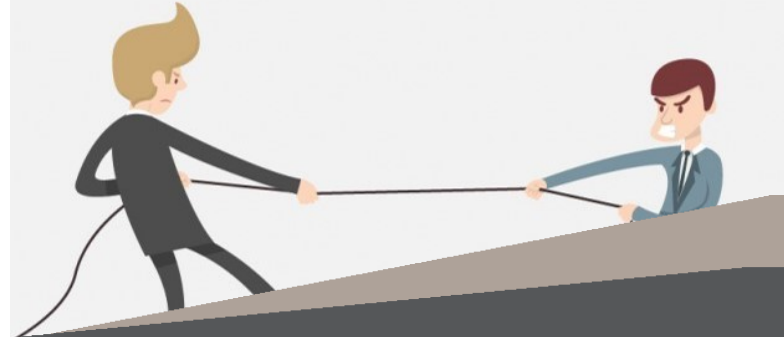


# Conflict Management (E-Learning Course)



R 1, 250 Ex VAT



Course time: 111mins



License valid for 14 days

## About the Course

Every person faces conflict. There are positive and negative outcomes to conflict. What makes conflict negative or positive is the way in which it is handled. This course will take you through the various ways in which you can manage conflict while working collaboratively toward a win/win resolution.

## Who Should Attend

Newly Appointed Managers, Administration Officers, Factory Managers, Financial Professionals, IT Professionals, Project Supervisors and Staff, Supervisors, Engineers, Marketing and Sales Managers and Representatives, Technical Managers, Team Leaders, Warehouse Managers.

## Modules That Form Part of the Course

MODULE NAME	ABOUT THE MODULE	MODULE DURATION
Understanding Conflict in the Workplace	Most people are uncomfortable with conflict, but is conflict always bad? There are different types of conflict, resulting in pros and cons within an organization. Perhaps the most important thing to realize is that managing conflict and engaging in effective negotiations are key to nurturing and preserving working relationships and fostering a positive work environment.	10 Minutes
Identifying the Causes of Conflict	There are many potential root causes for conflict—basically, anything that leads to a disagreement could be a cause. If you understand the common ways in which conflict can bloom, and the potential outcomes for disagreements, you will be better equipped to prevent this issue from getting in the way of your operations.	10 Minutes
Communications and Social Skills - Resolving Conflict	Conflict is a part of life. There is no avoiding it. Especially at work. So, you may as well tackle it head-on.	1 Minute
How to Avoid and Manage Conflict	Workplace conflict is a common occurrence and happens everywhere. In the right environment, healthy conflict can lead to innovation and better decisions.	10 Minutes
Managing Conflict in the Workplace	Dealing with conflict at work can be uncomfortable, frustrating, and tiring. However, conflict isn't necessarily a bad thing—it can help your team and company grow and improve. How you manage it can determine the success of the team, idea, or product.	10 Minutes
Conflict Management	While a business can often see conflicts as being productive by driving new and different opinions, the different ways to effectively manage such conflict depend on many factors. Learn more about managing, controlling and harnessing conflicts by taking this conflict management course.	15 Minutes
Handling Conflicts in Low-Value Relationships	There are some people who are very important to us—family and friends, and in another way co-workers and bosses; there are other people whom we need for their services but with whom we have very little interaction. These low-value relationships have their own strategies for conflict resolution.	10 Minutes
Handling Conflicts in High-Value Relationships	Conflict management strategies will help you be more productive both in your work life and in your personal life. The Thomas-Kilmann conflict model discusses five strategies for confronting conflict.	10 Minutes

*Please note that this course is made up of a series of short modules, and is not an exhaustive, in depth look at this topic.*

## Modules That Form Part of the Course (Continued)

MODULE NAME	ABOUT THE MODULE	MODULE DURATION
Handling Conflict and Negotiation Ethically	Are hardball tactics OK to use? Sometimes a course of action is legal, but is questionable in terms of ethics. Ethics establish a way of doing what is right, fair, and honest. If your counterpart feels you are being unfair or dishonest, he or she is less likely to make any concessions—or even to negotiate with you in the first place.	5 Minutes
Productive Conflict Resolution	When conflict is present in an organization it can cause stress and uncertainty. By reframing how employees think about conflict, and by using team agreements to put a framework for dealing with conflict in place, much of that stress can be redirected into productivity.	10 Minutes
Win-Win Negotiations for Conflict Resolution	In this module, we'll focus on specific steps that you can use in a Win-Win Negotiation Process. The phrase "win-win" is used to describe the collaboration strategy in the conflict model. This module shares many strategies for working through a conflict situation to get a win-win, and equips participants to lead win-win negotiations to reach resolutions	10 Minutes
Thomas-Kilmann Conflict Model	The Thomas-Kilmann Conflict Model is a model that will bring you a tremendous amount of help as you learn to deal with conflict in a more productive and intentional way. This model encourages you to think about what you are trying to accomplish when you get into a conflict, allowing you to implement strategies that will allow for an optimal outcome.	10 Minutes

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