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| Name of Trainer: | Maria Smart |
| Course Title: | Conflict Management/Managing Conflict |
| Overall purpose: | Successful businesses are built on good internal and external relationships. Yet even in the best-run organisations conflict is inevitable. People come to work with diverse beliefs, histories, needs and aspirations, and these don't always fit neatly into the corporate context. This course focuses on the skills required to build good relationships, to minimise the risk of conflict and to deal with it in a constructive manner. |
| Key Outcomes: | <ul style="list-style-type: none"> • recognise the importance of good relationships • demonstrate the skills involved in developing good relationships • show an awareness of how others perceive you in a relationship situation • understand the nature, causes and consequences of conflict at work • deal with conflict in a constructive fashion, addressing root causes and not just symptoms • use listening, questioning and assertiveness to understand and be understood in difficult situations • put together your personal plan for dealing with conflict in your workplace |
| Course outline (What will be covered) | <p>Understanding relationships</p> <ul style="list-style-type: none"> • the importance of relationships at work • self-awareness • understanding others <p>Essential skills in relationship-building</p> <ul style="list-style-type: none"> • listening and questioning • developing rapport • practical exercises <p>Understanding conflict</p> <ul style="list-style-type: none"> • the nature of conflict • symptoms and root causes <p>Dealing with conflict</p> <ul style="list-style-type: none"> • a framework for resolving conflict • conflict management skills • practical exercises <p>Tackling real issues</p> <ul style="list-style-type: none"> • sharing personal insights and problems • observations from today's learning |

Course Template for Associates

| <p>Audience: (i.e. who should attend: senior managers, middle managers, supervisors or support staff, etc?)</p> | <p>Beneficial for anyone with supervisory/managerial responsibilities</p> | | | | | | | | | | | | | | | | | | | |
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| <p>Maximum number of delegates:</p> | <p>18</p> | | | | | | | | | | | | | | | | | | | |
| <p>Duration: (i.e. Espresso, half day, or full day – how many days if full day?)</p> | <p>1 day</p> | | | | | | | | | | | | | | | | | | | |
| <p>Materials Required: (e.g. handouts, supporting material, space for notes & reflection, & exercises, work books, pens, toys, etc?)</p> | <p>Handouts with space for notes/reflection, pens and stress balls</p> | | | | | | | | | | | | | | | | | | | |
| <p>Delivery method: (i.e. is the workshop highly participative, etc?)</p> | <p>Please tick if the following will be included & add any details if required:</p> <table border="1" data-bbox="472 1514 1373 1900"> <thead> <tr> <th data-bbox="472 1514 773 1570">Approach</th> <th data-bbox="773 1514 1073 1570">Yes</th> <th data-bbox="1073 1514 1373 1570">No</th> </tr> </thead> <tbody> <tr> <td data-bbox="472 1570 773 1629">Trainer input</td> <td data-bbox="773 1570 1073 1629">Y</td> <td data-bbox="1073 1570 1373 1629"></td> </tr> <tr> <td data-bbox="472 1629 773 1688">Case studies</td> <td data-bbox="773 1629 1073 1688"></td> <td data-bbox="1073 1629 1373 1688">N</td> </tr> <tr> <td data-bbox="472 1688 773 1787">Observation & critique of DVD drama</td> <td data-bbox="773 1688 1073 1787">Possible</td> <td data-bbox="1073 1688 1373 1787"></td> </tr> <tr> <td data-bbox="472 1787 773 1845">Quizzes</td> <td data-bbox="773 1787 1073 1845">Y</td> <td data-bbox="1073 1787 1373 1845"></td> </tr> <tr> <td data-bbox="472 1845 773 1900">Group Work</td> <td data-bbox="773 1845 1073 1900">Y</td> <td data-bbox="1073 1845 1373 1900"></td> </tr> </tbody> </table> | | Approach | Yes | No | Trainer input | Y | | Case studies | | N | Observation & critique of DVD drama | Possible | | Quizzes | Y | | Group Work | Y | |
| Approach | Yes | No | | | | | | | | | | | | | | | | | | |
| Trainer input | Y | | | | | | | | | | | | | | | | | | | |
| Case studies | | N | | | | | | | | | | | | | | | | | | |
| Observation & critique of DVD drama | Possible | | | | | | | | | | | | | | | | | | | |
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| Group Work | Y | | | | | | | | | | | | | | | | | | | |

Course Template for Associates

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| | <p>Individual reflection & general discussion</p> | <p>Y</p> | |
| <p>Format of delivery (Please specify type of delivery i.e. one to one coaching; group coaching; group training; on the job training; e-learning etc)</p> | <p>Group training</p> | | |