

NAVIGATING YOUR WAY THROUGH CONFLICT

Conflict is a natural part of life. If managed well, it can improve a person's ability to accomplish tasks, work successfully with others in a team, and lead to personal growth. Dealing with interpersonal conflict at home and at work is however challenging to most of us.

In this course, participants will analyse and critique the way they currently cope with conflict and determine the impact of past experiences on their current behaviour patterns. Furthermore, the dangers of avoiding conflict are highlighted and participants learn how they can resolve conflict constructively by using a six-step model. They also learn how to manage team conflict and how to create an organisational culture that supports constructive conflict resolution.



OUTCOMES OF THIS WORKSHOP:

- Define the concept and stages of conflict
- Recognise the various conflict management styles
- Calculate the cost and benefits of unresolved and resolved conflict
- Identify your attitudes, beliefs and style of approaching conflict
- Apply the five conflict management styles
- Identify the three most popular conflict-resolution strategies
- Recognise the difference between disruptive and constructive conflict
- Implement a programme in order for organisations to enhance constructive conflict resolution
- Identify and manage conflict in a team
- Apply a six-step conflict model


LOGISTICS OF THIS WORKSHOP:

- This is a halfday, face-to-face workshop.
- The Thomas-Kilmann Conflict Mode Instrument will be used to assess your conflict style.

HOW TO BOOK THIS WORKSHOP:

Contact the OD and Employee Well-Being Division:

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“Peace is not absence of conflict, it is the ability to handle conflict by peaceful means.”

~ Ronald Reagan