

## **Managing workplace conflicts**

### **Seminar Outline**

#### **► Overview:**

Conflict occurs every day in the workplace, and with our hectic, ever-changing work environment, it's no wonder. Because conflict is so common, each of us needs to develop the skills necessary to manage conflict productively. The good news is that when properly managed, conflict provides a chance for us to learn from each other, to improve our work methods, and to build team solidarity. Managing workplace conflict will help you handle conflict confidently so you get positive results.

#### **► Objectives:**

By the end of this program, participants will acquire a good understanding of:

- Define conflict.
- Why deal with workplace conflict.
- Types of conflicts.
- How to prevent a crisis situation from happening at the first place.
- Dealing effectively with a conflict
- Finding the positive side of the conflict
- Avoiding negative styles of conflict.
- How to manage your anger and others.
- Tips for managing workplace conflict

#### **► Who should attend:**

This seminar is designed for managers, supervisors, team leaders of self-managing teams, and human resource staff-in short, for any employee who is responsible for the cooperative work of others.

#### **► Structure:**

This two-day seminar includes presentation, supporting documents, and interaction with highly experienced and qualified people from the field.

► **Program outline**

- **Introduction: What is conflict?**
  - Define conflict.
  
- **Types of conflicts:**
  - Conflicts over facts and data.
  - Conflict over process or methods.
  - Conflict over purpose.
  - Conflict over values.
  
- **Explain the benefits of conflict:**
  - Stating the positive side of the conflict
  - Meaning to resolve the conflict.
  
- **Explain the consequences of a conflict:**
  - Measuring the dollar cost of conflict in your organization.
  
- **The tasks the manager as a mediator should do:**
  - Preventing a conflict to happen from the beginning.
  - Avoiding negative styles of conflict.
  - Using the three Rs of conflict management.
  - Surviving the ups and downs of conflicts.
  
- **Developing strategies for high-stress time.**
  - Getting the right mind set.
  - Avoiding the hook.
  
- **Living with conflict:**
  - Case study.
  - Handling conflicts pitfalls.
  - Your action plan for managing a workplace conflict