



Derek Hendrikz Consulting Presents:
Conflict Management

Duration:	2-days
Max. Participants:	20
Facilitators:	1
NQF Level:	3
Total Credits:	3
SETQAA Accreditation:	Services SETA – Decision Number 2072

About the workshop:

The Programme is skills-based and aimed at enabling participants to enhance interpersonal relationships through effective conflict management. During the programme we will determine each participant's personality profile and conflict handling style. Psychometric testing is used for this purpose. Once participants have a good understanding of how they contribute to conflict situations the programme moves towards practical conflict management. During the practical sessions participants will demonstrate the skills taught through role-plays, case studies and other experiential-based activities.

The workshop outcome:

On completion of this workshop the learner should be able to apply conflict management skills in order to effectively deal with interpersonal conflict.

SETQAA Accreditation:




For accreditation purposes the learner will have to prove competence in the following unit standard:

Unit Standards:	Unit Standard Number:	Credits:
Use communication skills to handle and resolve conflict in the workplace.	9533	3

The learner will be assessed on the following specific outcomes:

1. Demonstrate an understanding of different conflict situations in the workplace.
2. State and explain the difference between feelings and actual problem (contents).
3. Handle and resolve a conflict in the workplace.

Included:

-  All programme materials and handouts.
-  Issuing of certificate on completion of programme.
-  Record keeping of all results and assessments in order for participants to receive recognition for prior learning through the National Qualifications Framework.

Training methodology:

The methodology is based on interactive learning, i.e. learners will learn by doing. Furthermore learners will use examples from their own organisations, thus ensuring that the learning is anchored at their workplace.

As with all DHC training programmes, we strive to effect actual change back at the workplace through effective and practical outcomes based training.

Programme:

Time:	Day 1:	Day 2:
08:00-10:00	Orientation to effective conflict management.	Feedback on individual conflict management profiles.
10:00-10:30	<i>Convenience Break</i>	
10:30-12:30	Responding to conflict situations.	Breaking conflict patterns.
12:30-13:30	<i>Lunch</i>	
13:30-15:00	Working with perceptions in conflict situations.	Turning conflict situations into learning opportunities.
15:00-15:15	<i>Convenience Break</i>	
15:15-16:00	Day Review	Day Review

Who Should Attend?

- Senior and middle managers.
- Supervisors & all employees.
- Any person interested in knowledge and skills in the area of conflict management.

Day 1:***Orientation to effective conflict management:***

- What is conflict?
- What causes conflict?
- What does conflict resolution mean?
- Understanding the ingredients of conflict.
- Understanding the concept of 'good conflict'.

Responding to conflict situations:

- Understanding difficult people.
- Anger management techniques.
- Assertiveness skills.
- Responding to criticism.

Working with perceptions in conflict situations:

- Conflict & perceptions.
- Stereotyping.
- Overcoming prejudice.
- Practicing good judgement.

Day 2:

Feedback on individual conflict management profiles:

- Here we will give feedback on the learner's individual conflict management styles. Each learner will receive a personalised profile.

Breaking conflict patterns:

- Reading conflict messages.
- Individual vs. shared needs.
- Clarifying perceptions.
- Getting agreement.

Turning conflict situations into learning opportunities:

- Turning win-lose situations into win-win situations.
- Separating people from problems.
- Finding common ground.
- Turning 'bad' conflict into 'good' conflict.

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