

# Conflict Management

This skill-based workshop is 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.



**COURSE DURATION: 2 DAYS**



# About the course

SETQAA Accreditation  
Services SETA - Decision Number 2072  
NQF Level: 3  
Credits: 3

## Target Audience

The target audience would typically consist of senior and middle managers, supervisors and any person interested in knowledge and skills in the area of conflict management.

## Training Methodology

The methodology is based on interactive learning ie: learners will learn by doing. Furthermore, learners will make use of examples from their own organisations, thus ensuring that the learning is anchored at their workplace. As with all Quintica training programmes, we strive to effect actual change back at the workplace through effective and practical outcomes based training.

## Course Outline

This 2 day course will cover the following modules:

Module 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

● Module 2: Responding to conflict situations:

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

Module 3: Working with perception in conflict situations:

- Conflict and perceptions
- Stereotyping
- Overcoming prejudice
- Practicing good judgement

Module 4: 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

Module 5: Breaking conflict patterns:

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

Module 6: 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

## Bookings and Enquiries

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