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Duration: 1 Day

### Course Overview and Objectives

Edward Deming, the father of quality management, has said that people can face almost any problem except the problem of people.

They can work long hours, face declining business, even the loss of a job, but they can't deal with the difficult people in their lives.

This workshop will help you identify some of the ways you may be contributing to these problems and give you some strategies you can adopt, at work and in your personal life.

## Conflict Resolution for Managers and Supervisors

Module 1: Defining conflict

Module 2: Types of conflict

Module 3: Benefits of conflict

Module 4: Costs of conflict

Module 5: The role of anger in conflict

Module 6: The five stages of conflict

Module 7: The LECSR tool

Module 8: Setting norms and rules

Module 9: Seven steps to ironing things out

Module 10: Using mediation and facilitation

Module 11: Confrontational facilitation

Module 12: Managing differences collaboratively

Module 13: Asking questions

Module 14: Listening skills

SAQA US ID: 114226 - Interpret and manage conflicts within the workplace