

Managing Conflict

Program Outline



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Conflict is an inevitable part of any workplace. Conflict usually begins with a simple disagreement or difference and has the potential to grow into an argument that may curtail team productivity.

While conflict is commonplace, conflict management is not. A manager's aim should not be to prevent conflict entirely but to identify its causes and support the team towards a mutually acceptable resolution. This leads to improvement and growth.

Most managers tend to focus solely on the task at hand or the relationship between the conflicting parties. However, success lies in establishing a balance between the two which is crucial for a meaningful resolution. This balance is best achieved by investigating the conflict circumstance with an open mind while connecting its impact to the larger organizational goal and then offering support and guidance to the team in a manner that helps them arrive at the resolution.

Objectives

The program is designed to help learners:

- ▶ Analyze the reasons for conflict
- ▶ Describe how managers typically respond to conflict
- ▶ Apply corrective measures to manage conflict effectively

Course Modules

Module 1: The WHY in Conflict?

Module 2: Focus on Resolution

Module 3: Steps to Manage Conflict

Program Agenda

The following agenda can be used to run the workshop in 90-120 minutes. The duration of each section is only an estimate and can be adjusted based on your requirement.

Topic	Approx. Time	Training Aids
Introduction <ul style="list-style-type: none">• Introduction of the facilitator• State program outline/objectives• Map participant expectation	10 Minutes	Presentation slides
Module 1: The WHY in Conflict? <ul style="list-style-type: none">• Group Activity: A Conflict Situation• Reasons for Conflict	20 Minutes	Presentation slides, Whiteboard, Story - Part 1, Discussion, Workbook, Breakout room (for VILT)
Module 2: Focus on Resolution <ul style="list-style-type: none">• Reflection Activity: Responding to Conflict• Approaches to Managing Conflict	20 Minutes	Presentation slides, Whiteboard, Story - Part 2, Discussion, Workbook
Module 3: Steps to Manage Conflict <ul style="list-style-type: none">• Video - Janet's Success Story• 3 Steps - Investigate the Cause, Explain the Stakes, Offer to Resolve	30 Minutes	Presentation slides, Whiteboard, Video, Workbook
Wrap up and close <ul style="list-style-type: none">• Summary of the session• Participant reflection• Q&A to reinforce the learning of the program and to guide on the application of the same	10 Minutes	Q&A / Link to the feedback form