



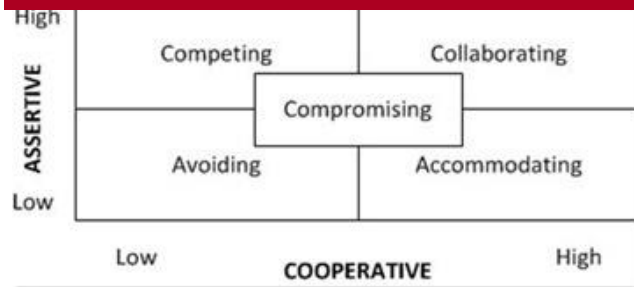
COURSE OUTCOMES

It is thus important for managers to become familiar with the principles, processes, and techniques of conflict management and negotiations. Recognize how our own attitudes and actions impact on others

- Find new and effective techniques for managing negative emotions in others and self
- Describe the main sources of conflict
- Describe appropriate techniques to manage conflict
- Explain the appropriate techniques in interpersonal conflict management
- Describe the appropriate action plan and strategies to manage inter-group conflict
- Explain the attributes of an effective conflict manager
- The steps needed to resolve conflict
- Negotiations and other strategies to resolve conflict
- Prepare for, engage in and conclude negotiations

CONFLICT MANAGEMENT & NEGOTIATION SKILLS

COURSE OBJECTIVES



Welcome to the exciting world of conflict management. In the rapidly changing and global context we live in, conflict is a feature of our current reality. Private and public sector organizations, find that they have to be more equipped to deal with different types of conflict. Personal conflicts, inter-personal conflicts and structural conflicts all point to the need for more effective tools for lasting problem solving. Conflict management and negotiation skills are critical skills for any manager to be effective in the workplace.

Conflict situations are common in the work situation.

COURSE OUTLINE

MODULE 1: Conflict Management

- What is Conflict
- Key Questions to Assist Conflict Analysis
- The Main Sources of Conflict
- Different Types of Conflict
- Conflict Stages
- Sources of Conflict in Organisations
- Dealing with Conflict
- Attitudes towards Conflict Management
- Modes of Conflict Management
- Communication as a Contributor to Conflict
- Promote the Orderly Resolution of Conflict
- Power
- Conflict Management Techniques
- Tools of Conflict Analysis
- Inter-group Conflict
- Strategies for Resolving Conflict

- Mediation
- Conflict Resolution Continuum
- Pre-conditions for Effective Mediation
- Functions of the Mediator
- The Mediation Process
- The Role of Policies and Procedures in Preventing or Resolving Disputes
- The Role of the Labour Relations Act in Preventing or Resolving Disputes

MODULE 2: Prepare for Negotiations

- Preparing the Negotiations Process
- Types of Negotiation
- Administrative Arrangements
- The Purpose of Negotiation
- Negotiation Strategies and Processes
- Stages of Negotiation
- Negotiation Strategies
- Selecting a General Negotiation Approach
- Negotiating Styles: A Comparison
- Negotiation Ranges
- The Four Pillars of a Negotiation
- Identify and Inform Stakeholders
- Obtain Mandates

MODULE 3: Engage in Negotiations

- Conflict Resolution & Negotiation Steps
- Behaviour and Conduct during Negotiations
- Communication Process
- Conduct Negotiations
- Negotiation Mistakes to Avoid
- Use Effective Communication and Interpersonal Skills
- Guideline: Steps for Constructive Feedback
- Closing the negotiations
- The negotiated agreement

