

COURSE OVERVIEW SS0510 Conflict Management

Course Title

Conflict Management

Course Date/Venue

December 08-12, 202/Boardroom, Warwick Hotel Doha, Doha, Qatar

Course Reference

SS0510

Course Duration/Credits

Five days/3.0 CEUs/30 PDHs



Course Description



80% of this course is hands-on practical sessions where participants will be engaged in a series of interactive small groups, class workshops and role-plays.

Modern management systems involve individuals with a larger number and wider variety of other people in the course of their work than ever before, which inevitably means all the more opportunity for conflicts to arise.



For the individual, conflict is a major source of stress and can easily assume the sort of proportions, which overshadow everything else at work. It has knock-on effects for the organization as a whole. It decreases productivity, upsets relationships, creates factions, causes absenteeism, prompts resignation, makes recruitment difficult, prevents creative thinking - in short, it wastes energy, time and money.



Each of us has a way of dealing with conflict that minimizes the emotional trauma that we experience. Commonly we use the same strategy for many different types of situations, this has many disadvantages. Responding to conflict involves selecting the most appropriate strategy for successful conflict management. This requires an understanding of the ways the disagreement can be approached.

An autocratic, coercive management style can soon leads to a lack of moral and possible action against the manager. Modern managers negotiate with their staff and help them negotiate with each other. Sadly, many management development programs fail to show managers exactly how to mediate between employees.

Conflict in the workplace can have a significant effect upon productivity, motivation and the retention of personnel. It can be extremely costly. This participative programme analyzes the types of conflict that occur and sets guidelines for managing those situations.

Learn the skills and techniques for managing conflict effectively, and to achieve positive outcomes, rather than preventing all conflict. Go beyond the theory of dealing with conflict, with practical activities and role-plays that can build skills and confidence, in a safe classroom environment.

Course Objectives

Upon the successful completion of this course, each participant will be able to:-

- Apply and gain an in-depth knowledge on communication skills conflict management
- Discuss what constitutes a conflict and identify the elements of conflict
- Recognize costs of conflict and develop a good relationships at work
- Deal with difficult people and identify different personalities
- Employ communication skills through giving and receiving criticism, responding with confidence and composure, addressing hostility and aggression
- Implement chameleon techniques using your body language and words to escalate and win
- Carryout proper communication and motivate staff
- Use checklist in solving people problems and delegate action plans

Who Should Attend

This course covers systematic techniques and methodologies on conflict management for all staff who will benefit from helping others to resolve interpersonal differences at work.

Training Methodology

This interactive training course includes the following training methodologies as a percentage of the total tuition hours:-

20% Lectures

80% Role Play, Case Studies & Practical Exercises


In an unlikely event, the course instructor may modify the above training methodology before or during the course for technical reasons.

Course Certificate(s)

Internationally recognized certificates will be issued to all participants of the course.

Certificate Accreditations


Certificates are accredited by the following international accreditation organizations: -

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USA International Association for Continuing Education and Training (IACET)

Haward Technology is an Authorized Training Provider by the International Association for Continuing Education and Training (IACET), 2201 Cooperative Way, Suite 600, Herndon, Virginia 20171, USA. In obtaining this authority, Haward Technology has demonstrated that it complies with the **ANSI/IACET 1-2013 Standard** which is widely recognized as the standard of good practice internationally. As a result of our Authorized Provider membership status, Haward Technology is authorized to offer IACET CEUs for its programs that qualify under the **ANSI/IACET 1-2013 Standard**.

Haward Technology's courses meet the professional certification and continuing education requirements for participants seeking **Continuing Education Units** (CEUs) in accordance with the rules & regulations of the International Association for Continuing Education & Training (IACET). IACET is an international authority that evaluates programs according to strict, research-based criteria and guidelines. The CEU is an internationally accepted uniform unit of measurement in qualified courses of continuing education.

Haward Technology Middle East will award **3.0 CEUs** (Continuing Education Units) or **30 PDHs** (Professional Development Hours) for participants who completed the total tuition hours of this program. One CEU is equivalent to ten Professional Development Hours (PDHs) or ten contact hours of the participation in and completion of Haward Technology programs. A permanent record of a participant's involvement and awarding of CEU will be maintained by Haward Technology. Haward Technology will provide a copy of the participant's CEU and PDH Transcript of Records upon request.

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British Accreditation Council (BAC)

Haward Technology is accredited by the **British Accreditation Council** for **Independent Further and Higher Education** as an **International Centre**. BAC is the British accrediting body responsible for setting standards within independent further and higher education sector in the UK and overseas. As a BAC-accredited international centre, Haward Technology meets all of the international higher education criteria and standards set by BAC.

Course Instructor(s)

This course will be conducted by the following instructor(s). However, we have the right to change the course instructor(s) prior to the course date and inform participants accordingly:



Dr. Ernest Marran, PhD, MA, BSc, BD, BA (with Honours), BA, NDP, is currently the **Vice Chairperson** and **Ministry Counsellor** wherein he is deeply involved in office administration & management, counselling, team building, personal development, goal setting, adaptability & learning, leadership management, maintenance of company's strategy, creating vision and leading the company into the future. He is a **Senior Management Consultant** with over **35 years** of extensive experience in

Subsidiary Governance, Strategy Management, Getting Things Done (GTD), Sustainability Facility Professional (SFP), Lead Document Controller, Contract & Commercial Management, Customer Experience, Facilities Management, People Management, Leadership & Management, Team Leadership, Personal Leadership Development, Innovation & Planning Process, Coaching & Appraisal System, Identifying Training Needs & Analysis, Problem Analysis & Decision Making, Supply Chain Management, Teamwork & Communication Skills, HSSE & Sustainability, Corporate Planning, Adaptability & Learning, Performance Drive, Financial Budgeting, Leadership Skills, Project Cost & Schedule Monitoring, Introduction to Driving Performance, Goal Setting, Adaptability & Learning, Motivating & Coaching, Counselling & Mentoring, Problem Solving & Decision Making, Team Building & Motivation, Supervisory Management Skills, Performance Management, Performance Assessment, Human Resource Management, Advanced HR Strategy, Personal & Personnel Development, Emotional Intelligence, Developing Others, Managing Performance for Improvement, Career & Personal Development Program, Achieving Employee Satisfaction, Trust Management, Excellence in Leadership & Teambuilding, Building Managerial Excellence, Behavioural & Humanitarian Dimensions in Creative Performance, Time Management, Managing Multiple Tasks, Priorities & Deadlines, Self-Management, Conflict Management, Facilitation Skills, Stress Management, Management Planning & Organizing and Enhancing Personal & Team Effectiveness. Further, he is also well-versed in Advanced Planning, Budgeting & Cost Control, Essentials of Financial Management, Finance Professional, Management of Financial Operations, Advanced Financial Planning, Financial Analysis, Evaluation & Budgeting, Cashflow Forecasting & Liquidity Management, Effective Budgeting & Cost Control, Cash Management, Budget Analysis and Fixed Asset Risk Management.

During his career life, Dr. Marran has gained his managerial and extensive experience through his various significant positions and dedication as the **Facilitator, Experiment Analyst, Psychological Profiler, Project Manager, Visionary Planner, Theologian, Researcher, Leadership & Management Consultant, Lecturer/Trainer, Exceptional Motivator, Skill Developer & Pastoral Counsellor, Assertive & Effective Manager, Superb Empowerer, Outstanding IE/EQ Trainer, Seasoned Mediator & Facilitator, Research Assistant, Senior Accountant and Costing Manager.**

Dr. Marran has **PhD, Master** and **Bachelor** degrees in **Theology** as well as a **Bachelor's** degree in **Divine Studies (Cum Laude)** and in **Philosophy** apart from an **NDP** in **Psychology** from **UNISA**. Further, he is a **Certified Instructor/Trainer**, a **Certified Trainer/Assessor** by the **Institute of Leadership & Management (ILM)** and an elected **Vice-Chairperson** of **Predikante Pensioen en Weduwe-en Wesefonds van die NHK van Afrika**. He has delivered numerous courses, trainings, seminars and workshops worldwide.

Course Fee

US\$ 6,000 per Delegate. The rate includes Participants Pack (Folder, Manual, Hand-outs, etc.), buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Accommodation

Accommodation is not included in the course fees. However, any accommodation required can be arranged at the time of booking.

Course Program

The following program is planned for this course. However, the course instructor(s) may modify this program before or during the course for technical reasons with no prior notice to participants. Nevertheless, the course objectives will always be met:

Day 1: Sunday, 08th of December 2024

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|-------------|---|
| 0730 – 0800 | Registration & Coffee |
| 0800 – 0815 | Welcome & Introduction |
| 0815 – 0830 | PRE-TEST |
| 0830 – 0930 | What Constitutes a Conflict? |
| 0930 – 0945 | Break |
| 0945 - 1130 | Elements of a Conflict The People Involved • Levels of Authority |
| 1130 -1230 | Elements of a Conflict (cont'd) Urgency • Communication Channels |
| 1230 – 1245 | Break |
| 1245 – 1420 | Costs of Conflict Loss of Productive Time • Low Morale and Motivation |
| 1420 - 1430 | Recap |
| 1430 | Lunch & End of Day One |

Day 2: Monday, 09th of December 2024

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| 0730 – 0930 | Costs of Conflict (cont'd) Bad Decisions |
| 0930 – 0945 | Break |
| 0945 – 1100 | Relationships at Work Varying Levels, Characters and Attitudes |
| 1100 – 1230 | Difficult People Who Are They? |
| 1230 – 1245 | Break |
| 1245 – 1420 | Difficult People (cont'd) Why they are Difficult |
| 1420 - 1430 | Recap |
| 1430 | Lunch & End of Day Two |

Day 3: Tuesday, 10th of December 2024

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|-------------|---|
| 0730 – 0930 | Difficult People (cont'd) How To Stay Calm • Changing Behaviour |
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| 0930 – 0945 | Break |
| 0945 – 1100 | Understanding Differing Personalities Recognition • Expectations and Work Ethics |
| 1100 – 1230 | Understanding Differing Personalities (cont'd) Strengths and Weaknesses |
| 1230 – 1245 | Break |
| 1245 – 1420 | Communication Skills Giving and Receiving Criticism • Responding with Confidence and Composure |
| 1420 - 1430 | Recap |
| 1430 | Lunch & End of Day Three |

Day 4: Wednesday, 11th of December 2024

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|-------------|---|
| 0730 -0930 | Communication Skills (cont'd) Addressing Hostility and Aggression |
| 0930 – 0945 | Break |
| 0945 – 1100 | The Chameleon Technique Using Your Body Language |
| 1100 – 1230 | The Chameleon Technique (cont'd) Words to De-escalate and Win |
| 1230 – 1245 | Break |
| 1245 – 1420 | Timing the Communication |
| 1420 - 1430 | Recap |
| 1430 | Lunch & End of Day Four |

Day 5: Thursday, 12th of December 2024

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| 0730 – 0930 | Motivating Staff |
| 0930 – 0945 | Break |
| 0945 – 1045 | A Checklist for Solving People Problems |
| 1045 – 1230 | Case Studies |
| 1230 – 1245 | Break |
| 1245 – 1345 | Delegate Action Plans |
| 1345 - 1400 | Course Conclusion |
| 1400 – 1415 | POST-TEST |
| 1415 – 1430 | Presentation of Course Certificates |
| 1430 | Lunch & End of Course |

Practical Sessions

80% of this highly-interactive course is hands-on practical sessions. Theory learnt (20%) will be applied using various role-plays, case studies and practical sessions.



Course Coordinator

Jaryl Castillo, Tel: +974 4423 1327, Email: jaryl@haward.org