

Course Title: Managing Conflict and Mediation for a Better Workplace

Synopsis:

Every day in our workplace, individual's needs, wants or expectations, are different. Such differences become conflict situations, which can lead to many unpleasant situations, that can be harmful to an organization such as strained relationships, stress, loss of productivity, injury and high turnover of employees.

Resolving conflict in the workplace can be a challenging process for HR professionals or managers. Successfully handling conflict and resolving workplace disputes can have multiple advantages for business performance – improved employee relationships, enhanced productivity and decreasing levels of absenteeism are all positive outcomes of effective dispute management. Hence, effective conflict management and mediation is regarded as core capability for both HR professionals and line managers.

This workshop is designed to give HR practitioners or managers the knowledge of what causes and promote conflicts, how to resolve conflicts and turn into a positive situation that will be an asset to the organization.

Objectives:

In this 1-Day workshop, participants will be able to:

- Understand what are the conflicts and the different types
- Describe the causes of conflict and the different modes
- Apply techniques to resolve conflicts
- Apply mediation techniques to resolve issues

Outline:

- Conflict Management Concept
 - Understanding the basic concept of what conflict is
- Types and causes of Conflict
 - Analyse and understand the types of conflict that are common in the workplace
- Individual Conflict Handling Styles
 - Learn how to apply the 5 different conflict handling styles
- Mediation Approach
 - Understanding the key principles and aims of mediation
 - Learn mediation approach

Who Should Attend:

HR practitioners, Managers, Supervisors, and Team Leaders

Training Methodology:

Using various techniques of training methods such as facilitation, videos, role play, activities and group discussion

Course Duration:

1 day (7 hours)