



HIGHSTEPS MANAGEMENT  
Training & Consultancy

Conflict Management,  
Resettlement & Conciliation

2020 - 2021

[www.highstepstraining.com](http://www.highstepstraining.com)



## COURSE DESCRIPTION

Conflict is an inevitable part of the business. In situations where people have different goals and needs, conflicts arise, clashes take place, and often, as a result, intense personal animosity will result. However, conflict is not necessarily bad. If resolved effectively, a conflict can eliminate many otherwise hidden problems.

If a conflict is not managed well, it might escalate and lead to non-productive results. But if managed effectively, it can lead to quality and beneficial outcomes. That is why learning to manage conflict is an integral and imperative requirement for a productive organizational culture.

In this course, you will see that while not all conflicts can be resolved, learning to manage them decreases the odds of non-productive escalation.

Learning to manage conflict involves skills related to conflict resolution, an awareness of conflict modes, conflict communication skills, and the establishment of a structure for the management of conflict in your environment.

Moreover, in this course, you will also learn to appreciate the importance of adapting to any type of organizational change and to lead and manage such change by managing the factors creating the resistance to change.

## TARGET AUDIENCE:

This course is designed for business professionals who want to expand their conflict resolution skills, understand their own emotions and behaviors, and find productive ways to manage conflict with influence, even when authority is lacking.

## COURSE METHODOLOGY:

The course uses a mix of interactive techniques such as change readiness assessments, team exercises, case studies, individual exercises, as well as role-plays (rehearsed and impromptu), videos, and group feedback.

## 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 Organizations
- Dealing with Conflict
- Attitudes towards Conflict Management
- Modes of Conflict Management
- Communication as a Contributor to Conflict
- Power
- Conflict Management Techniques
- Tools of Conflict Analysis
- Inter-group Conflict i.e. Union/ Management
- 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





## CURRENT STRATEGIES FOR HANDLING CONFLICT IN THE WORKPLACE

- Defining confrontation
- Identifying where you focus your attention and energy
- Role of managing conflict in the workplace
- Current conflict resolution strategies

## ASSESS CONFLICT SITUATION

- Define conflict clearly and highlight points of differences/ contention objectively
- Distinguish between facts and interpretation
- Assess conflict situation to determine level of threat
- Identify common concerns and goals in conflict
- Use effective communication techniques to ensure understanding of information received or relayed
- Seek support or advice from appropriate person when needed i.e. legal counsel

## CONFLICT STYLES

- Thomas Kilmann Conflict Mode Instrument
- Recognizing different styles of conflict
- Recognizing your own preferred way of dealing with conflict
- Identifying the impact of different conflict styles

## PROCESS FOR MANAGING CONFLICT

- Crosby's conflict process
- Reviewing different stages of the conflict process
- Recognizing contributions and potential conflict management strategies to change outcome
- Define the problem and the underlying issues
- Explain your perspective and attending to the other's perspective
- Uncover interests or concerns rather than positions
- Brainstorm options for action
- Developing joint criteria to select options for action
- Making the decision

Discussing the "what ifs" – what if the decision doesn't work, what if the decision is not kept, what if we have a problem again

## CIVILITY IN THE WORKPLACE

- Recognizing Uncivil Behavior
- Reaping the Benefits of Civil Behavior
- Working with Difficult People
- Identifying and Avoiding Incivility
- Creating, Implementing, and Enforcing a Civility Policy



## CONFLICT RESOLUTION PROCESS

- Making an Effective Atmosphere
- Developing Mutual Understanding
- Focusing on individual and Shared Needs
- Getting to the Root Cause
- Generating Options
- Building a Solution

## CONFLICT RESOLUTION STRATEGIES

- Differentiating Resolution Strategy Versus Process
- Recognizing the Advantages and Disadvantages to Collaborating, Competing, Compromising, and Avoiding

## 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

## ENGAGE IN NEGOTIATIONS

- Conflict Resolution & Negotiation Steps
- Behavior 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

## INFLUENCING AND ASSERTIVENESS STYLES

- The wheel of influencing
- Non-verbal elements of influencing
- Stating wants



# CONFLICT MANAGEMENT, RESETTLEMENT & CONCILIATION



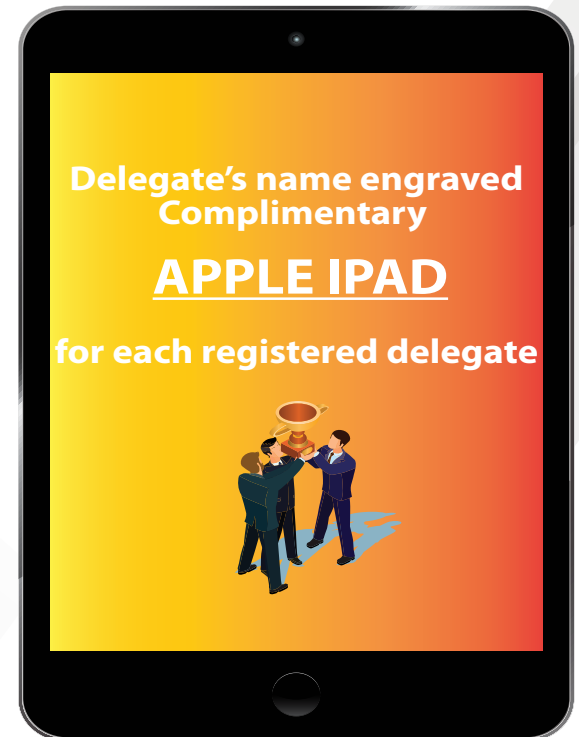
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## CERTIFICATION

Certificates will be awarded to all the participants upon successful completion of the training.

## NOTES

1. Programs can also be customized and conducted on any dates on the nomination of 8 or more participants.
2. Tuition fees do not include accommodation, meals, medical, health & evacuation costs.
3. Arranging the visa for UAE costs USD 100/- per delegates and visa issuance may take 3 - 4 business days.
4. Complimentary Tours included in Dubai are :  
Desert Safari with dinner.  
Dubai City Tour.  
Dhow Cruise with dinner.
5. Details of the complementary device :  
2019 Apple Ipad, 10.2-inch Retina display
6. As part of the covid -19 measure HST will provide delegates with travel medical insurance coverage in case of unexpected health and medical emergencies.



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