

## **Conflict Management and Collaboration**

Have you mastered skills to manage conflicts in the organisation?

Do you know how to apply behavioural techniques to maximising collaboration?

### **Introduction**

Conflict arises in even the best-run companies and most employee-friendly environments. However, conflict needn't be an unpleasant and destructive influence; instead, it can be used as a force for innovation and positive change. If differences are appropriately managed, they can draw out diverse ideas, create synergy, and foster the development of better relationships. What every leader need, therefore, is a set of skills for resolving conflict constructively and promoting greater collaboration among all members of their teams. Humanology Conflict and Collaboration workshop helps participants develop practical skills and learn key concepts for building more-productive business relationships and creating better working environments. Participants in the workshop learn how to more effectively manage the conflicts and differences that arise as they perform their work, as well as how to create collaborative solutions as they interact with individuals and groups.

### **Program Objectives**

This training aims to:

- Motivate every member of your team—even if they don't share your values.
- Use positive and corrective feedback to turn problem employees around and maximise productivity
- Apply the most relevant conflict resolution style to eliminate friction

### **Learning Outcomes**

After completing this training, participants should be able to

- Motivate and direct the employees you rely on—even when they don't share your values
- Adjust your management and personal style to the needs of different situations
- Get more done by using the appropriate delegation techniques for any given situation
- Resolve conflict more effectively in a wide variety of conditions
- Turn difficult people and poor performers into team players
- Win the cooperation and trust from those within your organisation
- Increase your confidence, leadership skills, and personal and professional satisfaction in your job of managing people successfully

### **Who Should Attend?**

Non-managerial, First-line management, middle management, senior management and anyone who needs to give instructions and communicate with others when working.

### Methodology

Case studies, forum discussion, role-play, presentations, gamification

### Program Outline

<b>Time</b>	<b>Day One</b>
<b>9.00am– 10.30am</b>	<p><b>Understanding Organisational Conflict</b></p> <p>In this module, the participants would learn when, how and where conflict occurs in organisations. This module focuses on how conflict can be an opportunity for positive change. Hence, this topic provides the first preparation for the participants to manage conflicts and collaboration between all members of the organisation.</p>
<b>10.30am-11.00am</b>	<b>Break and Networking</b>
<b>11.00am-1.00pm</b>	<p><b>Conflict Management: An Essential Skill to Nurture</b></p> <p>Conflict is everywhere, and it is impossible to avoid conflicting viewpoints. However, not all conflict is severe, nor is it inherently negative. How conflict is handled makes all the difference. It is through proper identification and understanding of the conflict that allows for effective resolutions, some of which may yield positive outcomes. In this course, we will examine the different types of conflict, how to understand and embrace the positive aspects of the conflict, and how to successfully navigate conflict to affirmative resolution.</p>
<b>1.00pm-2.00pm</b>	<b>Lunch Break and Networking</b>
<b>2.00pm-3.30pm</b>	<p><b>Four Ways We Can Respond to Others in Conflict Situations</b></p> <p>In topics enable participants to understand the responses that lead to increased conflict and the responses that get to the heart of the issue. Also, the participants would learn how to make the shift from conflict to cooperation.</p>
<b>3.30pm-4.00pm</b>	<b>Break and Networking</b>

<b>4.00pm-5.00pm</b>	<p><b>Dealing with Anger In Ourselves for Collaboration</b></p> <p>In the module, participants would learn how to deal with anger derived from conflicts in the organisation. Participants would learn to notice when we are angry, techniques to stop and pause, reframing our judgements into needs.</p>
<b>Time</b>	<b>Day Two</b>
<b>9.00am– 10.30am</b>	<p><b>Applying Behavioural intelligence in Conflict Management</b></p> <p>In this module, the participants would learn the influence of values, attitudes and behavioural in conflict management. Also, the participant would learn how to apply the basics of behavioural economics in applying conflict management. This module is necessary because it creates a sustainable effect on the organisation</p>
<b>10.30am-11.00am</b>	<b>Break and Networking</b>
<b>11.00am-1.00pm</b>	<p><b>Conflict Resolving Skills</b></p> <p>Positively resolving conflict is a skill that can be developed and practised. Being heard can be one of the most important goals of someone engaged in conflict. Knowing how to listen and deploy appropriate communication tactics is determinative of whether a conflict will have a positive or negative resolution. Examine listening skills, appropriate and strategic verbal and non-verbal communication skills, and how to assemble a conflict management plan likely to yield positive resolutions.</p>
<b>1.00pm-2.00pm</b>	<b>Lunch Break and Networking</b>
<b>2.00pm-3.30pm</b>	<p><b>Intercultural Communication and Conflict Resolution</b></p> <p>Intercultural Communication and Conflict Resolution is a growing area of importance, considering the pace and volume of global transactions. The ease of global communication using technology, the abundance of cheaper transportation costs, and the frequency of businesses using cross-border talent is fostering millions of interactions a day between people of different cultures. Examine how the process of communication can be further complicated during interactions between people of different cultures. The topics of stereotypes, generalisations, communication styles, communication strategies, and communication orientations will be explored.</p>

	<b>Break and Networking</b>
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<b>3.30pm-4.00pm</b>	
<b>4.00pm-5.00pm</b>	<p><b>Collaboration for Success in Conflict Management</b></p> <p>The most powerful strategy is to transform the conflicted employees to the supporting employees. Engagement and collaboration can always help to facilitate the buy-in process in conflict management. In this module, a technique to leverage and collaborate with all employees in the organisation are trained.</p>