

2-DAY COURSE ON TURNING AROUND DIFFICULT PEOPLE AND CONFLICTS INTO OPPORTUNITIES

DATE: 12-13 DECEMBER 2011 TIME: 9.00 AM – 5.00 PM

VENUE: VISTANA HOTEL KUALA LUMPUR

COURSE OVERVIEW

Conflict. Who needs it? It's disruptive anyway your look at it. Or is it? At the very least, it robs you of time, and time is money. Images that jump to mind may be that of employees arguing with or sabotaging each other. You might envision an uncomfortable or angry discussion with one of your engineer managers. The conflict might even take place between a site manager and an owner.

Conflict is about people with different viewpoints. Everyone looks at the world a little differently which means there always has been and always will be conflict. Insubordination or even workplace violence can be the result of unmanaged conflict. However, this article is not about how to manage conflict. It's about how to turn conflict into opportunities. Conflict offers the manager the chance to improve relationships and/or circumstances that might have gotten out of control if not addressed.

OBJECTIVES

After attending this programme, participants should be able to:

- Recognize it as a springboard to improvement;
- Learn and then practice the skills for managing conflict. Whether in one-on-one interactions, in meetings, or during negotiations, conflict is manageable although at times uncomfortable. Do not allow it to get the best of you. Look for the hidden opportunities and then do something about it.

METHODOLOGY

This programme is highly interactive and provides an opportunity for everybody to exchange views and learn from each other's experiences. The programme also includes a range of case studies, games, discussions, exercises and video training films.

TARGET GROUPS

Managers, Supervisors, HR Executives from both public dan private sectors.

FASILITATOR'S PROFILE

Puan Zalina Zainal Abidin is a dedicated training specialist who has a strong belief in organizational learning and employee towering strategies. She has more than 20 years of work experience in service operations, communications, human resource management, occupational safety & health and education industry. She is an experienced human resource management – training & consultancy, people development analyst and training module designer. She has held managerial positions in diverse industries namely service industry, integrated facilities management, vertical & horizontal transportation, manufacturing, construction and cleaning services. She is able to deliver more than 30 modules specifically in the area of people self-development and work process improvement. Her areas of expertise are Training Needs Analysis, Performance Management System, Customer Service, Creative Thinking & Decision Making, Training & Development, Recruitment & Selection and Compensation & Benefit, Negotiation Skills, Conflict Management & Project Management, Hazard Identification at Work Place, Leadership & Supervisory Skills, Public Speaking, Managing Stress At Workplace, Introduction to Occupational Safety & Health, Time Management, Leadership, Excellence Secretarial, Customer Communication Skills, Front liners, Professional Office Management Skills and Train The Trainers.

PROGRAMME OUTLINES

DAY ONE (12 DECEMBER 2011, MONDAY)	DAY TWO (13 DECEMBER 2011, TUESDAY)
MODULE 1 Analysing the different types of conflict to enable you to effectively manage it. - Evaluating the dynamic nature of conflict - constructive and negative conflict - Establishing why conflict occurs more frequently in some situations in order to avoid it - Determining the different types of conflict: - Staff to staff - peer conflict - Staff to management - Staff to clients - frontline conflict - Staff to business partners - Amongst business partners or stakeholders - Identifying symptoms and sources of conflict in order to formulate a prevention plan - Determining the pros and cons of conflict in the workplace by assessing the impact of conflict on Performance MODULE 2 How to identify the root cause and minimize the consequences of conflict - by proactively diffusing it in the initial stages. - Identify conflict in its early stages and take proactive steps to diffuse it - Continuously get feedback from your employees or business on high tension situations feedback culture - Ensure you resolve the root cause of conflict. Dealing with symptoms will only cause conflict to recur and continue to hinder motivation and productivity - Evaluate your work/life balance in relation to your stress and conflict levels MODULE 3 Examine your personal conflict profile to ensure you effectively handle conflict in your organisation. - Increasing your understanding of your personal conflict cycle to assess your contribution to conflict situations - Evaluating your conflict resolution style to assess your ability to remain objective and not let emotions take over - Building coping mechanisms to ensure you effectively deal with conflict - Analysing the effect of the various management styles in dealing with conflict	MODULE 4 Successfully prevent and resolve potential conflicts by managing diversity within your work. - Developing a clear understanding and appreciation of diversity all through the organisation - Understanding the different personalities and how they react to conflict - Introducing teambuilding sessions for increased interactivity in your organisation - Constructively managing differences of opinion based on cultural diversity - Ensuring conflict is managed on a professional level MODULE 5 Using effective communication and mediation as key tools to successfully negate a negative situation. - Base your communication approach on your organisational culture and diverse workforce - Implement open communication channels: - Communication top – bottom - Communication bottom up - Communication horizontally - Build consensus and effectively mediate in a conflict situation - Adopt and actively employ: - Listening skills: consider all points of view objectively and remain unbiased - Interactive skills: ask for help and encourage involvement - Communication principles: empathy, support, self-esteem, sharing of ideas MODULE 6 Evaluating your conflict management processes to develop a personalised conflict resolution action plan. - Investigating your ability to handle conflict effectively - Assessing your capacity to identify conflict - Evaluating your skills in applying the different styles of Conflict Management - Identifying your gaps to improve your capabilities