

CONFLICT MANAGEMENT AND EFFECTIVE RESOLUTIONS



The overarching aim of this training program is to offer a great opportunity for participants to develop skills in better managing and resolving conflict. Everyone experiences conflict whether it is at work or in personal interactions. Conflict is inevitable; therefore it is imperative that participants are well equipped to deal with conflict appropriately. Conflict resolution skills are not traditionally taught in school; hence, participants learned conflict resolution skills through trial and error. This program gives participants a formal opportunity to develop conflict resolution skills and enable them to effectively utilize the skills learned in professional and personal relationships.

■ Course Objective

Upon the completion of this two-day training, participants are expected to:

- Have knowledge on key basics of conflicts
- Be able to identify key conflict styles
- Develop key listening skills
- Learn how to use different types of questions for different scenarios
- Learn how to apply key principles of consultation in resolving conflicts
- Be able to generate different options
- Learn how to arrive at a win-win decision

■ Course Structure

The certificate course in Conflict Management and Resolutions spent approximately 16 hours, OR is offered a 2-day period. The course is based on a participatory, active learning approach, group discussions. An Action Guide for Conflict Management and Resolutions, by Mr. Chhuon SereyVichet. Participants will receive a Certificate of Participation upon successful completion of the course. The maximum number of participants is 20.

■ Course Outline

Module 1: Origin and nature of conflict

Module 2: Potential sources and causes of conflict in the workplace

Module 3: Understanding and responding to personality styles

Module 4: Good and bad conflict

Module 5: Responses and behaviors appropriate to confronting conflict

Module 6: Mediating and conciliating

Module 7: Facilitating resolution of conflict between others

Module 8: Systems and structures for dealing with conflict

■ Who Should Attend?

This essential training is aimed at management of conflict in the workplace is probably one of the biggest challenges that we face in today's working environment. Therefore, we need to understand that conflict is a normal part of life, it is beneficial and it is inevitable. It is how we actually manage it that is the difficult part.