

FASTER **COURSE**

CONFLICT RESOLUTION

SHORT COURSE CONTENT SUMMARY



About the Course

The learner is first introduced to a definition of conflict. We continue with discussing three major **categories** of work-related conflicts and common causes of conflict. Then, we move on to the distinction between **constructive** and **destructive** conflicts.

The next section provides an overview of ways people deal with conflict. We continue with more specific conflict **handling approaches** (competing, compromise, collaboration), steps for **de-escalating** a conflict situation and many **useful tips** for handling conflicts.

This training also discusses a **manager's role** in handling conflicts. In this section, we look at preventing and handling conflicts from a manager's perspective.

The **Test** section of the training contains 5 situation descriptions that require the learner to select the best approach to various conflict situations in the workplace.

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Detailed Course Content

Section 1 – Introduction

LEARNING OBJECTIVES

A brief description of what the learner will gain by finishing the training.

Section 2 – What is a conflict?

WHAT IS A CONFLICT?

A brief introduction to conflicts and their impact in the workplace.

THREE CATEGORIES OF WORK RELATED CONFLICTS

An overview of three major categories of work related conflicts - interpersonal, task and virtual conflicts.

WHAT CAUSES CONFLICT?

Information about the most common conflict situations.

TYPES OF CONFLICT

A comparison between constructive and destructive conflicts.

Section 3 – Dealing With Conflict

THREE WAYS OF DEALING WITH CONFLICT

An introduction to how people approach conflict.

AVOIDING CONFLICT

An explanation of why people avoid conflict and what the consequences of doing so are.

PREVENTING CONFLICT

Some advice on how to prevent conflict, such as looking out for warning signs and monitoring the situation in the workplace.

PREVENTING CONFLICT USING BETARI BOX

An explanation and example of the Betari Box system which shows how your assumptions can affect other people.

HANDLING

An introduction to handling conflicts in the workplace.

3C'S

A description of three conflict handling approaches - competing, compromise and collaboration.

STEPS TO DE-ESCALATE THE SITUATION

A list of steps you can take to de-escalate a conflict.

HANDLING PROBLEMS

A brief introduction to why we may have difficulty with handling conflicts appropriately.

GENERAL TIPS

Tips for approaching conflict situations.

CONVERSATION TIPS

Tips on how to navigate a conflict-related conversation.

INTERVENTION

A brief insight into reasons for intervening in a conflict situation.

QUESTION

A knowledge check question.

Section 4 – Manager’s Role

MANAGER’S ROLE

An introduction to the role of managers and team leaders in dealing with conflict situations.

HOW TO PREVENT CONFLICTS

Advice on what management can do prevent conflicts from occurring (establishing conflict handling guidelines, making sure to communicate your expectations etc.).

HOW TO HANDLE CONFLICTS

A description of some major elements in handling conflict as a team manager.

Summary

SUMMARY

Key points from the theoretical part of the training.

Test

The test contains a total of 9 questions, most of which require the learner to recognize actions that characterize good/bad customer service. ◆