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### Conflict Management

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Duration: one week

Location: Mauritius

#### **Course overview**

The focus of this course is on how to develop strategies for resolving conflict. Conflict is an ever-present component of any decision-making environment, including Public Administration. Participants will improve on the ability to analyse decision-making situations, understand the stakes of all involved, identify the sources of conflict and design strategies that recognise when cooperation is beneficial.

#### **Learning Outcome:**

By the end of the course, participants will have cognised conflict-related concepts and processes are general and context-free, while others are specific to situations. The discussions about the nature of various decision mechanisms and the role of perceptions in managing conflicts will help participant re-evaluate events, choice patterns, decision-making and negotiations.

#### **Course Content**

- Definitions and the nature of conflict
- Conflict assessment
- Stakeholders analysis
- Process analysis
- Reflective analysis
- Communication, perception and cognitive biases
- Strategy and Tactics of Distributive Bargaining
- Strategy & Tactics of Integrative Bargaining
- Power dynamics
- Leadership style and tactics
- Nature of negotiations
- Dealing with Negotiation Breakdowns
- Social Context of Negotiation
- Interventions
- Scenario based Exercises

#### **Who Should Attend?**

This course targets Human resource managers, administrators, managers, disciplinary committee members, lawyers, etc.

#### **Course Fee:**

The fee covers plenary session, course stationaries & laptop, light refreshment, session lunch, end of course dinner, certification and excursions or professional visits)

## **Course Methodology**

The mode of instruction is a combination of theoretical sessions by subject-matter interspersed with discussions and practical exercises. We encourage participants to come with their challenges so that we can offer resolve same as a class. Our instructors have in-depth knowledge and working experiences while having obtained specialised and world-class education and training.

## **MODULE 1: Conflict Management**

- Key Questions to Assist Conflict Analysis
- The Main Sources of Conflict
- Different Types of Conflict
- Conflict Stages
- Sources of Conflict in Organisations
- Dealing with Conflict
- Attitudes towards Conflict Management
- Modes of Conflict Management
- Communication as a Contributor to Conflict
- Promote the Orderly Resolution of Conflict
- Power
- Conflict Management Techniques
- Tools of Conflict Analysis
- Inter-group Conflict
- 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

## **MODULE 2: 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

### MODULE 3: Engage in Negotiations

- Conflict Resolution & Negotiation Steps
- Behaviour 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

Kind Regards,



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