



A F R I C A N A C A D E M Y

Programme Name: Conflict Management

Programme: One-Day Workshop / Also available as in-house workshops

Description

- Define conflict.
- Identify assumptions of conflict.
- Explain the escalation of disagreement into conflict.
- Recognize the five styles of conflict resolution and the benefits and pitfalls of each style.
- Understand your preferred style of conflict resolution.
- Apply the six steps to collaborative conflict resolution.
- Apply techniques to managing emotions during conflict.
- Discuss the effect that power has on conflict resolution.
- Implement a strategy for continuous conflict management.

Benefits:

- Identification of your preferred conflict resolution style.
- A structured collaborative approach to manage conflict.
- Techniques for handling emotions, both yours and theirs.

Assessment:

- Thomas-Kilmann Conflict Mode Instrument.

Duration

One-Day workshop 08h30-16h00

Course Fees (R1250-00)

Monies are payable upfront.

Additional Costs (books, kits, etc)

All additional costs are included in the course fees.

Certification

On successful completion of the programme, the student will receive a Certificate, Issued by the African Academy.

Disclaimer

The content of this brochure, accurate at the time of going to print, is subject to change without notification due to legislation, market requirements or any other reason. African Academy reserves the right to change the programme content without notice.