



MANAGING CONFLICT & Handling Difficult People

Course Introduction:

Managing Conflict, dealing with personal or organizational change and handling those difficult people at work, requires us to be proficient in a number of managerial competencies. This program explores and examines these competencies and enables participants to experience at first hand, many of the tried and tested techniques which world class managers and leaders are applying to minimize the negative effects of such potentially damaging issues. During this program you will learn how to:

- Understand how the variety human behaviors in teams can affect our likelihood of achieving business success
- Define & describe organizational conflict and the probable consequences of failing to address it
- Understanding the impact of change and examining methods to over the barriers to change
- Identify the signs of stress in yourself and others and work towards eliminating stress and maintaining 'Peak Performance'
- Examine the most common causes which result in employees demonstrating difficult behavior in the workplace

Course Objectives:

By the end of the program, participants will be able to:

- Describe how organizational conflict can have both positive and negative outcomes
- Explain the most common causes of conflict which organizations face
- Describe how the 5 stage Conflict Resolution Model helps to position conflict in context
- Identify the common reasons why people resist and react to change
- Develop and Promote a positive Changing Culture within their organization
- Develop strategies and solutions for dealing with the consequences of excessive pressure and stress at work
- Demonstrate assertive behavior when dealing with difficult people and situations
- Produce a 'competency based action plan' highlighting the key area's for future success, with time lines and a criteria for measurement.

Who Should Attend?

- Managers, leaders, and professionals who are responsible for driving change, managing conflict, and dealing with the consequences of challenging or difficult staff members
- It will be of great benefit to anyone who is involved with implementing change within their organization and who has to deal with resistance to change from other people

- Staff members who have to champion the cause of change will also greatly benefit from this programmed. They will learn how to respond positively, proactively and adapt to rapid corporate change

Course Outline:

Identifying the factors which influence business success

- People, Policies, Practices & Principles - The foundation of an organizations culture
- Defining organizational conflict positive and negative outcomes
- The impact of change - practical and emotional consequences
- Identifying pressure and stress in the work place
- Understanding human behavior in teams
- Creative options and models for tackling strategic problems
- The Learning Styles Questionnaire

Survival Strategies for Conflict at work

- Defining and describing organizational conflict
- Causes of Conflict
- Understanding the effects conflict has on an organization
- Thomas-Kilmann Conflict Mode Instrument
- Conflict Management Process
- The 5 stage conflict management model
- Influencing Styles

Embracing Organizational Change

- The Impact of Change
- The Transition Curve
- Overcoming Barriers to Change
- Examining case studies of organizations that have embraced change
- Developing and Promoting a Changing Culture
- Measuring the success of change
- P.E.S.T Analysis

Managing Stress and Controlling Pressure at Work

- Defining Stress and Stressors
- Recognizing Stress in yourself and others
- The Physiological Effects of Stress
- Achieving Peak Performance
- Understanding our physical responses to Stress
- Measuring your Stress Scale

- Top 10 Tips for helping to prevent 'Excessive Stress' in your life

Developing 'Difficult People'

- Most Common Causes of Difficult Employees in the Workplace
- Dealing with a Difficult Person - Case Study
- Confrontation Model
- Adopting an Assertive Approach
- Identifying and Managing Difficult/Challenging Employees
- Common Causes of Difficult Employees
- Handling Difficult People Questionnaire

Course Methodology:

A variety of methodologies will be used during the course that includes:

- (30%) Based on Case Studies
- (30%) Techniques
- (30%) Role Play
- (10%) Concepts
- Pre-test and Post-test
- Variety of Learning Methods
- Lectures
- Case Studies and Self Questionnaires
- Group Work

Course Fees:

To be advice as per course location. This rate includes participant's manual, Hands-Outs, buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Course Certificate:

International Center for Training & Development (ICTD) will award an internationally recognized certificate(s) for each delegate on completion of training.

Course Timings:

Daily Course Timings:

08:00 - 08:20	Morning Coffee / Tea
08:20 - 10:00	First Session
10:00 - 10:20	Coffee / Tea / Snacks
10:20 - 12:20	Second Session
12:20 - 13:30	Lunch Break & Prayer Break
13:30 - 15:00	Last Session