

LEARN TO MANAGE CONFLICT-ONLINE PROFESSIONAL DEVELOPMENT COURSE SYNOPSIS

<p>AIM</p>	<p>To be human is to experience conflict. People have different values, needs, and motivation and, at times, incompatibility may result. Conflict has always been perceived as a negative emotion. Many people may find it difficult to perceive the benefits of conflict.</p> <p>Conflict can be used as the creative opportunity to create change, and lead to personal and professional growth.</p> <p>The approach of this course applies the Principled Negotiation with a win-win focus on interests to create value developed by Harvard University which they designed “to produce wise outcomes efficiently and amicably.”</p> <p>Course aims</p> <ul style="list-style-type: none"> • Develop skills in analysing, handling, and resolving conflict in order to improve professional and personal effectiveness. • Broaden negotiation to consider the perspective of all parties to deepen your understanding of the issues for negotiation. • Enhance collaborative communication and negotiation skills to attain win-win outcomes. • Design and broaden the negotiation options to attain a win-win outcome.
<p>COURSE CONTENT</p>	<ul style="list-style-type: none"> • Define and apply the principles of managing conflict • Discriminate between functional and dysfunctional conflict, types and levels of conflict • Identify conflict handling behaviour styles, strengths and weaknesses of each style • Handle differences with others constructively • Cope with difficult emotions and manage unwillingness in others to resolve the conflict • Negotiation skills and attitudes to attain a win-win outcome • ‘The Third Side’ in negotiation <i>or</i> going to the balcony • Stages of negotiation: <ul style="list-style-type: none"> ○ Stage 1 — Preparing for negotiation <ul style="list-style-type: none"> ▪ Tools to plan your negotiation: Conflict map, Best Alternative To A Negotiated Agreement (BATNA), Worst Alternative To A Negotiated Agreement (WATNA) and Zone of Possible Agreement (ZOPA) ▪ Power positions in negotiation ▪ Logistical considerations for negotiation ○ Stage 2 — Interacting in the negotiation <ul style="list-style-type: none"> ▪ Enhancing your negotiation style to handle conflict ○ Stage 3 — Closing the agreement <ul style="list-style-type: none"> ▪ Review of negotiation • Practice forgiveness in a conflict situation

<p>LEARNING OUTCOMES</p>	<p>On completion of the program, you will be able to:</p> <ul style="list-style-type: none"> • Define and apply the principles of managing conflict • Discriminate between functional and dysfunctional conflict, types and levels of conflict • Identify conflict handling behaviour styles, strengths and weaknesses of each style • Handle differences with others constructively • Cope with difficult emotions and manage unwillingness in others to resolve the conflict • Apply the Harvard Principles of collaborative negotiation • Analyse conflict from the perspective of 'The Third Side' in negotiation <i>or</i> going to the balcony • Implement all stages of negotiation that includes: Preparation, Interaction, Close and Review • Prepare for negotiation incorporating both sides of the case and applying a range of tools • Implement logistical considerations for negotiations • Interact during negotiation that entails establishing rapport between parties and considering power positions • Define the problem in terms of needs, brainstorming possible options • and select the solution that will meet the needs of both parties • Design and implement an action plan for the negotiation outcome • Evaluate the success of the negotiation process and consider learning points for future negotiation • Apply strategies to handle the hidden agenda of the negotiation, when the other party does not live up to their part of the bargain and when unfair tactics are used • Practice forgiveness in a conflict situation
<p>DURATION</p>	<p>Self-paced learning</p>
<p>PROGRAM DELIVERY</p>	<p>The online course consists of the theory with a range of interactive activities that include:</p> <ul style="list-style-type: none"> • Workplace application • Reflective activities • Questionnaires • View video clips with reflections of your learning • Case studies • Practice negotiation skills and self-evaluation