Conflict Management Basics

Overview

“Yes, but not today” is how people usually think about conflict management. Not surprisingly we feel that we need to prepare to handle disagreements as we often associate them with uncomfortable and threatening emotions. When there is no open conflict we can carry on as though things are all right even if we know they aren’t.

People often think that it is easier to ignore differences and swallow their anger instead of addressing issues. They worry that open discussion of controversies might end up destroying any goodwill that remains. Or they think, wrongly, that openly discussing differences shows lack of consideration for other people’s feelings.

But without resolution, conflict merely becomes an opportunity to recycle old arguments, destroys relationships and negatively impacts cooperation and productivity.

Conflict, like any other key business process, must be managed. With resolution, conflict can be rewarding and exciting and can move things forward. This workshop is designed to help participants to constructively engage with conflicts rather than avoid or escalate them unnecessarily. It will give people usable, relevant and confidence building tools to help them handle this difficult arena more effectively.

This is a reflection of the fact that conflict can be unpleasant and hurt relationships. However, if handled effectively, it also provides the opportunity to enrich and deepen relationships, help us learn more about ourselves and bring along the necessary changes in a work environment.

This training focuses on social conflicts especially those which occur in the workplace. “Workplace” of course includes organisations of all kinds such as Universities, Research Institutes and private Businesses of different areas.