

## **CONFLICT MANAGEMENT FOR HEALTH SERVICES EMPLOYEES**

**Aligned to SAQA UNIT Standard 114226**

**DURATION ONE DAY**

This will be a highly compacted and interactive one day training to help the employees to work effectively with individuals and teams in order to understand conflict and the resolution thereof. The training will assist employees with tools of identifying and dealing with conflict.

### **8:00 Registration**

### **9:00 Identifying and Describing the Main Sources of Conflict**

- A list of possible sources of conflict, including perceptions and assumptions, will be drawn up with examples of where they are most likely to occur.
- Positive and negative characteristics of conflict in the workplace will be discussed with examples
- Organisational conflict modes will be explained with examples.
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### **10:30 Tea Break**

### **11:00 Explain Appropriate Techniques in Conflict Management**

- The various business conflict modes will be discussed with examples
- Useful steps to be taken to manage conflict will be explained with examples.
- The route, which conflicts normally follow toward resolution will be described with examples.

### **12:30 Lunch**

### **13:30 Describe the Appropriate Action Plan and Strategies to Manage Conflict**

- Methods available to resolve conflict in terms of the Labour Relations Act will be listed with examples.
- The most appropriate strategy to resolve a particular conflict is chosen with a justification for the choice of strategy.
- The need to adopt action plans and adapt them to a particular conflict is demonstrated with examples

### **15:00 Refreshment Break**

### **15:10 Continuation**

- The role of policies and procedures in place in the organisation will be explained in terms of their role in preventing and/or resolving conflicts.

16:00 End of Training