

Managing Conflicts in the Workplace

如何解決職場衝突

MEDIUM : English / Cantonese COURSE CODE : MCW

Conflicts can often expose hidden flaws in an organization. As such, when managed well, conflicts can be turned into rewarding learning opportunities for everyone concerned. If not managed well, conflicts can lead to a great deal of damages, resulting in loss of morale and productivity. **The purpose of this workshop is to provide an overview of a conflict management process that can be applied to most organizations today. Through mini-lectures, discussions, simulated exercises and demonstrated role plays, participants will learn of the key steps to prevent, detect, resolve, and learn from conflicts. Adoption of this system will not only help managers deal with conflicts at hand, but turn conflicts into learning opportunities.**

Benefits to the organization:

- Greater harmony in the workplace
- Increased productivity

Benefits to the individuals:

- Better equipped to manage conflicts in the workplace
- Better ability to work together with others

Course Outline

The focus of the day will be on understanding the causes behind some common conflicts, detection of conflicts, and how to resolve conflicts between two parties.

1. Introduction

The workshop will start with a *demonstrated role play* reflecting a typical conflict situation at work. This will be followed by a *brief discussion* on:

- Types and needs of internal customers
- The nature of conflict
- Why conflicts are necessary evils in the workplace
- Common conflicts

2. Detecting conflicts

Early detection of conflicts makes them a lot easier to manage. This session comprises *discussions* on:

- Symptoms of conflict
- When a conflict gets out of control
- Advantages of early detection
- What to look for in the workplace

3. Case studies

Participants will *share in groups a positive experience* when they have successfully resolved a conflict. Two to three individuals will be asked to *present their cases* to the audience. Their cases will be analyzed to identify the common factors involved in successful conflict resolution, including:

- Rapport and trust
- Communication techniques
- Conflict management strategies

4. Resolving a conflict between two parties

Riding on the information from above, and using *demonstrated roleplays, mini-lecture, simulated exercises*, participants will learn how to resolve a conflict between two parties at work. Included in this discussion are:

- Mediation strategies
- When should you call a joint meeting between the conflicting parties?
- Setting objectives and ground rules
- Do's and don'ts in a joint meeting
- *Simulated exercise*