

COURSE OVERVIEW SS0334

Managing Interpersonal Networks and Responding to Conflict (E-Learning Module)

Course Title

Managing Interpersonal Networks and Responding to Conflict (E-Learning Module)

Course Reference

SS0334

Course Format & Compatibility

SCORM 1.2. Compatible with IE11, MS-Edge, Google Chrome, Windows, Linux, Unix, Android, IOS, iPadOS, macOS, iPhone, iPad & HarmonyOS (Huawei)

Course Duration

30 online contact hours
(3.0 CEUs/30 PDHs)



Course Description



Modern management systems involve individuals with a larger number and wider variety of other people in the course of their work than ever before, which inevitably means all the more opportunity for conflicts to arise.



For the individual, conflict is a major source of stress and can easily assume the sort of proportions, which overshadow everything else at work. It has knock-on effects for the organization as a whole. It decreases productivity, upsets relationships, creates factions, causes absenteeism, prompts resignation, makes recruitment difficult, prevents creative thinking - in short, it wastes energy, time and money.



Each of us has a way of dealing with conflict that minimizes the emotional trauma that we experience. Commonly we use the same strategy for many different types of situations, this has many disadvantages. Responding to conflict involves selecting the most appropriate strategy for successful conflict management. This requires an understanding of the ways the disagreement can be approached.

An autocratic, coercive management style can soon lead to a lack of moral and possible action against the manager. Modern managers negotiate with their staff and help them negotiate with each other. Sadly, many management development programs fail to show managers exactly how to mediate between employees.



Conflict in the workplace can have a significant effect upon productivity, motivation and the retention of personnel. It can be extremely costly. This participative programme analyzes the types of conflict that occur and sets guidelines for managing those situations.

Learn the skills and techniques for managing conflict effectively, and to achieve positive outcomes, rather than preventing all conflict. Go beyond the theory of dealing with conflict, with practical activities and role-plays that can build skills and confidence, in a safe classroom environment.

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Course Objectives

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

- Apply and gain an in-depth knowledge on managing interpersonal networks and responding to conflict
- Discuss the characteristics of conflict and apply the five methods of managing conflict
- Understand and have practiced the importance of building a network of contacts within the organization
- Understand and have practiced how to identify and build opportunities for themselves to enlarge their network
- Understand and have practiced how to identify and build relationships for the benefit of the organization
- Analyze their network in line with their role (gap-analysis, SWOT etc)
- Have practiced various techniques of how to approach a person for the purpose of networking
- Understand the concept of emotional bank accounts and how to keep their relationships healthy
- Understand and have practiced using behavior etiquettes when communicating with different stakeholders (how to stand, where to stand, using humor, don't answer quickly when in a meeting etc.)
- Discuss the three basic types of conflict including the five levels of conflict

- Identify personality differences, power and status differences, scarce resource, intragroup conflict and intra-organizational conflict
- Describe vertical conflict, horizontal conflict, line-staff conflict, role conflict, preventing conflict, goal structure and reward system
- Carryout trust and communication, co-ordination, resolving behavioral conflict, smoothing, compromising and problem solving
- Deal with difficult people and develop a communication style that focuses on future problem solving
- Identify personality types, interact with each personality type and apply communication skills
- Employ listening skills and start using the right tools for your business
- Encourage two-way communication and discuss the 10 benefits of effective communication in the workplace
- Solve conflicts easily, increase self-esteem and apply higher employee job satisfaction
- Recognize the various types of body language, read body language and create a friendly work environment
- Acknowledge employees' achievement, encourage friendly competition and create a career path

Who Should Attend

This course provides an overview of all significant aspects and considerations of managing interpersonal networks and responding to conflict for middle managers, VPs, department managers, section heads, advisors and senior specialist.

Training Methodology

This Trainee-centered course includes the following training methodologies:-

- Talking presentation Slides (ppt with audio)
- Simulation & Animation
- Exercises
- Videos
- Case Studies
- Gamification (learning through games)
- Quizzes, Pre-test & Post-test

Every section/module of the course ends up with a Quiz which must be passed by the trainee in order to move to the next section/module. A Post-test at the end of the course must be passed in order to get the online accredited certificate.

Course Fee

As per proposal




Course Certificate(s)

Internationally recognized certificates will be issued to all participants of the course.

Certificate Accreditations


Certificates are accredited by the following international accreditation organizations: -

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USA International Association for Continuing Education and Training (IACET)

Haward Technology is an Authorized Training Provider by the International Association for Continuing Education and Training (IACET), 2201 Cooperative Way, Suite 600, Herndon, VA 20171, USA. In obtaining this authority, Haward Technology has demonstrated that it complies with the **ANSI/IACET 1-2013 Standard** which is widely recognized as the standard of good practice internationally. As a result of our Authorized Provider membership status, Haward Technology is authorized to offer IACET CEUs for its programs that qualify under the **ANSI/IACET 1-2013 Standard**.

Haward Technology's courses meet the professional certification and continuing education requirements for participants seeking **Continuing Education Units (CEUs)** in accordance with the rules & regulations of the International Association for Continuing Education & Training (IACET). IACET is an international authority that evaluates programs according to strict, research-based criteria and guidelines. The CEU is an internationally accepted uniform unit of measurement in qualified courses of continuing education.

Haward Technology Middle East will award **3.0 CEUs** (Continuing Education Units) or **30 PDHs** (Professional Development Hours) for participants who completed the total tuition hours of this program. One CEU is equivalent to ten Professional Development Hours (PDHs) or ten contact hours of the participation in and completion of Haward Technology programs. A permanent record of a participant's involvement and awarding of CEU will be maintained by Haward Technology. Haward Technology will provide a copy of the participant's CEU and PDH Transcript of Records upon request.

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British Accreditation Council (BAC)

Haward Technology is accredited by the **British Accreditation Council** for **Independent Further and Higher Education** as an **International Centre**. BAC is the British accrediting body responsible for setting standards within independent further and higher education sector in the UK and overseas. As a BAC-accredited international centre, Haward Technology meets all of the international higher education criteria and standards set by BAC.

Course Contents

- Introduction to Conflict
- The Definition Recognizes Three Basic Types of Conflict
- Goal Conflict
- Cognitive Conflict
- Affective Conflict
- Levels of Conflict
- The Five Levels of Conflict
- Intrapersonal Conflict
- Reasons
- Personality Differences
- Perceptions
- Clashes of Values And Interests
- Power and Status Differences
- Scarce Resource
- Intragroup Conflict
- Intra-Organizational Conflict
- Vertical Conflict
- Horizontal Conflict
- Line-Staff Conflict
- Role Conflict
- Preventing Conflict
- Goal Structure
- Reward System
- Trust and Communication
- Co-Ordination
- Resolving Behavioral Conflict
- Ignoring the Conflict
- Smoothing
- Compromising
- Forcing
- Problem Solving

- Short Quiz
- How to Deal with Difficult People
- Few Tips Worth Using in Dealing with Your Most Difficult People
- Talk to People Instead of About Them
- Be a Problem Solver Not a Problem Evader
- Develop a Communication Style that Focuses on Future Problem Solving
- Problem Solvers Deal with Issues, Not Personalities
- Honor, Surface and Use Resistance
- Redefine Caring to Include Caring Enough to Confront on a Timely and Consistent Basis
- Understanding Differing Personalities
- What are Personality Types?
- The Playfuls
- The Peacefuls
- The Powerfuls
- The Precises
- How to Interact with Each Personality Type
- Start by Knowing Your Personality Type
- Short Quiz
- Communication Skills
- Why is Communication So Important in the Workplace?
- Top 10 Communication Skills
- Listening
- Nonverbal Communication
- Clarity and Concision
- Friendliness
- Confidence
- Empathy
- Open-Mindedness
- Respect
- Feedback
- Picking the Right Medium
- How Do You Improve Communication?
- Start Using the Right Tools for Your Business



- Encourage Two-Way Communication
- Tell People What They are Doing Right
- Specific and Descriptive Feedback
- Schedule a Compulsory Check-In
- Communication Skills
- 10 Benefits of Effective Communication in the Workplace
- Less Misunderstanding
- Healthy Workplace Culture
- Non-Threatening Environment
- Solve Conflicts Easily
- Team Spirit
- Increases Self-Esteem
- Clear Direction
- Stronger Teamwork
- Higher Employee Job Satisfaction
- Business Success
- Short Quiz
- Body Language
- Communication Skills & Body Language
- Body Language
- Types of Body Language
- Body Gestures
- Facial Expressions
- Eye Contact
- Touch
- Space
- Smile
- The “Perfect” Handshake
- Maintain Good Posture
- Speak Softly
- Maintain the Right Distance
- Position Your Body Correctly
- Be Vocal with Your Hands





- How to Read Body Language
- The Importance of Body Language in the Workplace
- Short Quiz
- Motivating Staff
- Create a Friendly Work Environment
- Acknowledge Employees' Achievement
- Rewarding Employees
- Positive Communication is the Key
- Encourage Friendly Competition
- Have a Meaningful and Worthwhile Goal
- Create a Career Path
- Be a Leader Worth Following
- Encourage Creativity
- Encourage Team Work
- Welcome All Ideas
- Don't Let Employees Become Bored
- In Summary
- Case Studies
- Video

