Haward Technology Middle East

COURSE OVERVIEW SS0510-4D
Conflict Management

Course Title
Conflict Management

Course Reference
SS0510-4D

Course Duration/Credits
Four days/2.4 CEUs/24 PDHs

Course Date/Venue

Session(s)	Date	Venue
1	February 12-15, 2024	Boardroom 1, Elite Byblos Hotel Al Barsha, Sheikh Zayed Road, Dubai, UAE
2	May 20-23, 2024	Ajman Meeting Room, Grand Millennium Al Wahda Hotel, Abu Dhabi, UAE
3	September 16-19, 2024	Jubail Hall, Signature Al Khobar Hotel, Al Khobar, KSA
4	December 16-19, 2024	Business Center, Concorde Hotel Doha, Doha, Qatar

Course Description

80% of this course is practical sessions where participants will be engaged in a series of interactive small groups, class workshops and role-plays.

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.

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An autocratic, coercive management style can soon leads 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.

Course Objectives

Upon the successful completion of this course, each participant will be able to:-

- Apply and gain an in-depth knowledge on communication skills conflict management

- Discuss what constitutes a conflict and identify the elements of conflict

- Recognize costs of conflict and develop a good relationship at work

- Deal with difficult people and identify different personalities

- Employ communication skills through giving and receiving criticism, responding with confidence and composure, addressing hostility and aggression

- Implement chameleon techniques using your body language and words to escalate and win

- Carryout proper communication and motivate staff

- Use checklist in solving people problems and delegate action plans

Exclusive Smart Training Kit - H-STK®

*Participants of this course will receive the exclusive "Haward Smart Training Kit" (**H-STK**®). The **H-STK**® consists of a comprehensive set of technical content which includes **electronic version** of the course materials, sample video clips of the instructor's actual lectures & practical sessions during the course conveniently saved in a **Tablet PC**.*

Who Should Attend

This course covers systematic techniques and methodologies on conflict management for all staff who will benefit from helping others to resolve interpersonal differences at work.

Training Methodology

This interactive training course includes the following training methodologies as a percentage of the total tuition hours:-

20% Lectures
80% Practical Exercises, Case Studies, Games, Customized Videos, Site Visits, Simulations, Role Play, Group Skill Sessions, Outdoor & Indoor Activities

In an unlikely event, the course instructor may modify the above training methodology before or during the course for technical reasons.

Course Fee

Dubai	**US$ 4,500** per Delegate + **VAT**. This rate includes H-STK® (Haward Smart Training Kit), buffet lunch, coffee/tea on arrival, morning & afternoon of each day.
Abu Dhabi	**US$ 4,500** per Delegate + **VAT**. This rate includes H-STK® (Haward Smart Training Kit), buffet lunch, coffee/tea on arrival, morning & afternoon of each day.
Al Khobar	**US$ 4,500** per Delegate + **VAT**. This rate includes H-STK® (Haward Smart Training Kit), buffet lunch, coffee/tea on arrival, morning & afternoon of each day.
Doha	**US$ 5,500** per Delegate. This rate includes H-STK® (Haward Smart Training Kit), buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Accommodation

Accommodation is not included in the course fees. However, any accommodation required can be arranged at the time of booking.

Course Certificate(s)

Internationally recognized certificates will be issued to all participants of the course who completed a minimum of 80% of the total tuition hours.

Certificate Accreditations

Certificates are accredited by the following international accreditation organizations: -

- The International Accreditors for Continuing Education and Training (IACET- USA)

Haward Technology is an Authorized Training Provider by the International Accreditors 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 2018-1 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 2018-1 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 Accreditors 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 **2.4 CEUs** (Continuing Education Units) or **24 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.

- 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 Instructor(s)

This course will be conducted by the following instructor(s). However, we have the right to change the course instructor(s) prior to the course date and inform participants accordingly:

Dr. Ernest Marran, PhD, MA, BSc, BD, BA (with Honours), BA, NDP, is currently the **Vice Chairperson** and **Ministry Counsellor** wherein he is deeply involved in office administration & management, counselling, team building, personal development, goal setting, adaptability & learning, leadership management, maintenance of company's strategy, creating vision and leading the company into the future. He is a **Senior Management Consultant** with over **35 years** of extensive experience in **Subsidiary Governance**, **Strategy** Management, Getting Things Done (**GTD**), Sustainability Facility Professional (**SFP**), Lead **Document Controller**, **Contract & Commercial** Management, **Customer Experience**, **Facilities** Management, **People** Management, **Leadership** & **Management**, **Team Leadership**, **Personal Leadership** Development, **Innovation & Planning** Process, **Coaching & Appraisal** System, **Identifying Training Needs & Analysis**, **Problem Analysis & Decision Making**, **Supply Chain** Management, **Teamwork & Communication Skills**, **HSSE & Sustainability**, **Corporate Planning**, **Adaptability & Learning**, **Performance** Drive, **Financial Budgeting**, **Leadership** Skills, **Project** Cost & Schedule Monitoring, **Introduction to Driving Performance**, **Goal Setting**, **Adaptability & Learning**, **Motivating & Coaching**, **Counselling & Mentoring**, **Problem Solving & Decision Making**, **Team Building & Motivation**, **Supervisory Management** Skills, **Performance Management**, **Performance Assessment**, **Human Resource** Management, Advanced **HR Strategy**, **Personal & Personnel** Development, **Emotional Intelligence**, Developing Others, Managing Performance for Improvement, Career & Personal Development Program, Achieving **Employee Satisfaction**, **Trust** Management, Excellence in **Leadership & Teambuilding**, Building Managerial Excellence, Behavioural & Humanitarian Dimensions in Creative Performance, **Time** Management, Managing Multiple Tasks, Priorities & Deadlines, Self-Management, **Conflict** Management, **Facilitation** Skills, Stress Management, Management Planning & Organizing and Enhancing Personal & Team Effectiveness. Further, he is also well-versed in Advanced Planning, Budgeting & Cost Control, Essentials of Financial Management, Finance Professional, Management of Financial Operations, Advanced Financial Planning, Financial Analysis, Evaluation & Budgeting, Cashflow Forecasting & Liquidity Management, Effective Budgeting & Cost Control, Cash Management, Budget Analysis and Fixed Asset Risk Management.

During his career life, Dr. Marran has gained his managerial and extensive experience through his various significant positions and dedication as the **Facilitator**, **Experiment Analyst**, **Psychological Profiler**, **Project Manager**, **Visionary Planner**, **Theologian, Researcher**, **Leadership & Management Consultant**, **Lecturer/Trainer**, **Exceptional Motivator**, **Skill Developer & Pastoral Counsellor**, **Assertive & Effective Manager**, **Superb Empowerer**, **Outstanding IE/EQ Trainer**, **Seasoned Mediator & Facilitator**, **Research Assistant**, **Senior Accountant** and **Costing Manager**.

Dr. Marran has **PhD**, **Master** and **Bachelor** degrees in **Theology** as well as a **Bachelor's** degree in **Divine Studies** (**Cum Laude**) and in **Philosophy** apart from an **NDP** in **Psychology** from **UNISA**. Further, he is a **Certified Instructor/Trainer**, a **Certified Trainer/Assessor** by the **Institute of Leadership & Management** (**ILM**) and an elected **Vice-Chairperson** of Predikante Pensioen en Weduwee-en Wesefonds van die NHK van Afrika. He has delivered numerous courses, trainings, seminars and workshops worldwide.

Course Program

The following program is planned for this course. However, the course instructor(s) may modify this program before or during the course for technical reasons with no prior notice to participants. Nevertheless, the course objectives will always be met:

Day 1

0730 – 0800	*Registration & Coffee*
0800 – 0815	*Welcome & Introduction*
0815 – 0830	**PRE-TEST**
0830 – 0930	**What Constitutes a Conflict?**
0930 – 0945	*Break*
0945 - 1130	**Elements of a Conflict** *The People Involved ● Levels of Authority*
1130 -1230	**Elements of a Conflict (cont'd)** *Urgency ● Communication Channels*
1230 – 1245	*Break*
1245 – 1420	**Costs of Conflict** *Loss of Productive Time ● Low Morale & Motivation ● Bad Decisions*
1420 - 1430	**Recap**
1430	*Lunch & End of Day One*

Day 2

0730 – 0930	**Relationships at Work** *Varying Levels, Characters & Attitudes*
0930 – 0945	*Break*
0945 – 1100	**Difficult People** *Who Are They? ● Why they are Difficult*
1100 – 1230	**Difficult People (cont'd)** *How To Stay Calm ● Changing Behaviour*
1230 – 1245	*Break*
1245 – 1420	**Understanding Differing Personalities** *Recognition ● Expectations and Work Ethics ● Strengths & Weaknesses*
1420 - 1430	**Recap**
1430	*Lunch & End of Day Two*

Day 3

0730 – 0930	**Communication Skills** *Giving and Receiving Criticism ● Responding with Confidence & Composure*
0930 – 0945	*Break*
0945 – 1100	**Communication Skills (cont'd)** *Addressing Hostility & Aggression*
1100 – 1230	**The Chameleon Technique** *Using Your Body Language ● Words to De-escalate & Win*
1230 – 1245	*Break*
1245 – 1420	**Timing the Communication**
1420 - 1430	**Recap**
1430	*Lunch & End of Day Three*

Day 4

0730 – 0930	*Motivating Staff*
0930 – 0945	*Break*
0945 – 1045	*A Checklist for Solving People Problems*
1045 – 1230	*Case Studies*
1230 – 1245	*Break*
1245 – 1345	*Delegate Action Plans*
1345 - 1400	*Course Conclusion*
1400 – 1415	*POST-TEST*
1415 – 1430	*Presentation of Course Certificates*
1430	*Lunch & End of Course*

Practical Sessions

80% of this highly-interactive course is practical sessions. Theory learnt (20%) will be applied using various role-plays, case studies and practical sessions.

Course Coordinator

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