TRAINING PROVIDER
Singapore Professionals' and Executives' Cooperative Limited

COURSE INFORMATION	
Course Title	**Practical Approaches to Conflict Resolution**
Language	English
Course Duration	1 day (7 hours / 9am to 5pm)

COURSE OUTLINE	
Course Overview & Objectives	People are different from one another. Each person has his own unique personality with different profile of strengths and weaknesses. These differences will inevitably give rise to conflicts when two or more people try to relate to one another at work or in social life. Although you may not eliminate conflict entirely, you can take control of it by creating a positive environment in which conflict is dealt with maturely and collaboratively. Dealing with conflict is very crucial for every organization, regardless of its size. If left unchecked or not resolved, conflict can corrode working environment; it will foster hostility and frustration, disrupt working relationships, lower levels of health and well-being of staff. Staff morale and productivity will be dampened, rate of absentee and attrition will increase, which will eventually lead to the corporation losing its competitive edge. Therefore, people managers have to be well-skilled in handling conflict and even prevent unnecessary conflict from occurring in the first place. In this workshop, you will learn to distinguish between behaviours that are detrimental to conflict resolution and those that are helpful in conflict resolution. You will explore ways in which you can help yourself and others to approach conflict in a more practical and productive way, in work and non-work situations.

Key Topics Covered	The course explores the following subjects in depth:
	1) **Preliminary Issues**
	 • General Introduction
	 • Starting From Experience
	   - Personal experiences of conflict
	   - Identifying typical reactions
	   - Impact
	2) **All About Conflict**
	 • Definition
	 • Why Conflicts Arise
	 • Myths and Fallacies
	 • Impact of Conflicts
	 • Perception and Personality
	 • Types of Conflict

	- What is the Issue - Degrees of Conflict **3) Common Conflict Resolution Styles** - Questionnaire: What's My Style? - The Teddy Bear: Accommodating - The Turtle: Avoiding - The Fox: Compromising - The Owl: Collaborating - The Shark: Competing **4) Approaches to Conflict Resolution** - People-Centred vs. Task-Oriented - Dominant vs. Submissive - Supportive vs. Non-Supportive - Factors Affecting Conflict Management **5) Effective Conflict Resolution Strategy** - Guiding Principles - Emotional Aspects of Conflict - Reducing the Conflict vs. Problem-Solving - Collaborative Strategy **6) Practice Makes Perfect** - Case Studies - Role Plays
Learning Outcomes	Upon successful completion of this workshop, participants will be able to: - compare **patterns of dealing with conflict** common to their own past experiences. - identify **the role of defensive behaviour** in perpetuating conflict. - know **the steps involved in analyzing and mapping sources of conflict.** - use techniques such as **active listening, giving and receiving feedback, assertiveness, problem solving,** as tools to resolve conflict in a variety of situations. - use skills learnt **to manage conflict situations** in which emotions are heightened and hostility results.
Learning Methodology	The workshop will be delivered in an interactive learning setting and offers the opportunity to apply the concepts in a risk-free environment with simulated exercises and practices; mini case studies; trainer-facilitated group sharing and discussions, self-reflection and action planning; etc.
Who Should Attend	It will benefit anyone who wish to acquire this necessary life skill as part of personal development to enhance his/her own ability to approach conflict in a more practical and productive way in both work and non-work situations.