

CONFLICT MANAGEMENT: How you overcome Conflict & Get Things Done

DURATION: 14 hours

OVERVIEW

Conflict is common. Everyone has different interests, opinions and agendas. Experts in management claim that most supervisors and managers invest as much as a fifth or more of their valuable time in conflict management. Conflict in the workplace may be focused on differences about work practices, different needs and preferences, personality clashes, or a variety of other situations and circumstances leading to confrontations between or among employees.

If you know how to effectively resolve conflicts in the workplace, you can save time and turn potentially destructive circumstances into constructive, successful growth and development opportunities within your working group. Additionally, when you know how to build consensus among employees, you can enhance motivation and cooperation as well as create an atmosphere in which agreement generally prevails over conflict.

This course will help you recognise the early signs of conflict and give you tools to effectively deal with it. You will feel confident to manage difficult situations and turn them into positive outcomes.

COURSE OBJECTIVES

At the end of the course, participants will be able to:

- Diagnose the impact of workplace conflict;
- Recognise common causes of conflict;
- Comprehend how constructive communication helps prevent conflict;
- Learn Conflict Management Strategies to Quickly End an Argument;
- Resolve conflicts successfully; and
- Build consensus among employees to get thing done

COURSE CONTENT

Modules	Content
Module 1 Introduction	<ul style="list-style-type: none"> • Icebreaker • O.P.R.A.H. Guidelines • Course Objectives
Module 2 What is Conflict and its impact	<ul style="list-style-type: none"> • Pre-quiz – how much do you know? • What is conflict? • Benefits of well managed workplace conflict • Damage caused by poorly managed conflict • Common causes of workplace conflict • Common ways of dealing with conflicts <ul style="list-style-type: none"> ○ Avoiding, Harmonizing, Bargaining, Forcing & Problem solving
Module 3 Conflict Management Styles	<ul style="list-style-type: none"> • Thomas-Kilmann model <ul style="list-style-type: none"> ○ Collaborating ○ Accommodating ○ Competing ○ Avoiding ○ Compromising • Matching conflict-management approaches with group level conditions • Matching conflict management with process of goals-setting by the group • Comparison of conflict-handling styles
Module 4 Conflict Assessment Checklist	<ul style="list-style-type: none"> • Checklist <ul style="list-style-type: none"> ○ Who ○ What ○ Why ○ Policy ○ Intervention ○ Consequences ○ Consultation ○ Solutions
Module 5 Constructive Communication	<ul style="list-style-type: none"> • What is constructive communication • Improve ability to send clear messages • Improve ability to listen emphatically
Module 6 Conflict Resolution Process	<ul style="list-style-type: none"> • Call a meeting • Establish the rules • Define the problem • Develop the solutions • Select the best option • Develop an action plan • Implement and monitor the plan • Evaluate process and result

<p>Module 7 Conflict Management Strategies to Quickly End an Argument</p>	<p>PROMOTE</p> <ul style="list-style-type: none"> ○ Identify and manage emotional triggers. ○ Calm the emotional storm before attempting conflict resolution. ○ Understand emotional control versus emotional influence. <p>USE</p> <ul style="list-style-type: none"> ○ Power of ownership statements. ○ Empathy statements ○ Action statements to propose solutions. ○ Redirection to bring focus back to the conflict if necessary. <p>AVOID</p> <ul style="list-style-type: none"> ○ Going into conflicts with the ‘Your way or the highway’ mentality ○ Unreasonable emotional reactions. ○ Hostile voice and body language ○ Internalizing the dispute.
<p>Module 8 Managing Difficult situations and Personalities</p>	<ul style="list-style-type: none"> ● People and Personalities ● Resolving recurring conflicts ● Mediating Personality Conflicts
<p>Module 9 Building Consensus</p>	<ul style="list-style-type: none"> ● What is it ● Why is it important ● Basic building blocks ● Common mistakes
<p>Module 10 Wrapping-up</p>	<ul style="list-style-type: none"> ● Words from the Wise ● Lessons Learned ● Completion of Action Plans and Evaluations

COURSE METHODS

The latest thinking on conflict resolution will be shared with the group and there will be regular opportunities for skills practice in both small and larger groups. Skills will be reviewed for continuous improvement.

The learning will have four fundamental principles, which will be:

1. **Highly engaging** (methods that talk to the 'head and heart')
2. **Interactive** (mix of experience, discussion and practice)
3. **Innovative** (latest thinking & tools) and...
4. **Encourage participation** (a 'Socratic' learning methodology applied) so that delegates take ownership of their own development and future behaviour.

ONLINE METHODS

- **Interactive lecture** - participants are encouraged to interact and questions are employed to stimulate interaction
- **Simulation** - the scenarios allow experience and practice of communication skills
- **Feedback** - there is continuous discussion for participants to comment, make suggestions and share opinions
- **Case Study and Exercise** - these are designed to provide opportunity for participants to work independently and in teams.
- **Live Online Learning Activities (LOLA)** – interactive activities to engage learners
- **Interactive learning tools** – Mentimeter, Kahoot, Zoom Polling and Zoom Breakout rooms

This is not a computer-generated **soft skills** course with lots of data slides and a robot voice. This is taught by K. Ravinther, a real human being, talking and sharing with you directly (because one essential soft skill is the ability to speak directly to people and not hide behind computers and graphics).

The training will be delivered virtually using meeting tools like Zoom. The training methodology will use **Live Online Learning Activities!** The courses will be conducted either in English Language or in Bahasa Malaysia or a mix of both for the convenience of the learner.

LOCATION

Your home. Your office. Your computer. Or, your iPad or iPhone. This entire 2-hour program will be delivered live online using ZOOM. You will need video capability on your device, good WIFI, and a comfy chair.

PREREQUISITES

We recommend using a laptop or desktop computer to access the session. And, we recommend you isolate yourself with a good set of headphones and a microphone to maximize the full features of Zoom. However, if you want to join from a mobile device there are two important things to know:

1. You need to download and use the Zoom application from your app store.
2. Not all features and capabilities will be the same and some activities demonstrated might work differently on your mobile device.
3. Willingness to learn things outside of your job description

SPEAKER'S PROFILE

K. RAVINTHER

CEO & Training Consultant, ASK EDUCATION & TRAINING SDN BHD (MALAYSIA)
B. Economics (Honours), Master of Management (Distinction),
International Master Small Medium Enterprise (Distinction), University of Malaya,
Member of Malaysian Institute of Management (MMIM),
Certified Training Professional (CTP).
Certified Coaching and Mentoring Professional (CCMP)
Certified Practitioner of Neuro-Linguistic Programming (NLP)
Certified Practitioner of Time Line Therapy™
National Specialist Entrepreneurship Mentor for Human Resources Development, Malaysia

HIGHLIGHTS

- Senior Consultant at ITD World: The Global Leadership Development Expert.
- Learning Facilitator at Malaysian Institute of Management (MIM)
- Held key leadership position at Public Bank and Panasonic, a global Japanese corporation with over 29 years of experience.
- Extensive experience in the field of entrepreneurship, sales management, customer relations, leadership, training, team building and human resource management.
- Certified Training Professional (CTP) jointly awarded by ITD World and ARTDO International, recognized globally (CTP2016/06/13/02)
- Certified Coaching and Mentoring Professional (CCMP) which is approved by the International Coach Federation (ICF), the world's most recognized professional coaching body (2017/CCMPKL/0156)
- Certified Trainer for Human Resource Development Council (PSMB), Malaysia (EMP/0758)
- Certified Practitioner of Neuro Linguistic Programming (NLP), recognized by the American Board of Neuro Linguistic Programming (ABNLP) (1.03.2020)
- Certified Practitioner Time Line Therapy® Techniques, recognized by The Time Line Therapy® Association (1.03.2020)
- Certified international trainer and consultant for ITD World's Leadership Development Programs.
- National Specialist Entrepreneurship Mentor for HRDF, trained at Entrepreneurship Institute of India (EDII), Ahmedabad, Gujarat, India.
- Member of Malaysian Institute of Management (OM017000)
- Industrial Speaker & Facilitator at University of Malaya
- Industrial Speaker & Facilitator at Universiti Tunku Abdul Rahman
- Industrial Speaker & Facilitator at Universiti Sains Malaysia
- Industrial Speaker & Facilitator at Penang Youth Development Corporation
- Industrial Speaker & Facilitator at Penang Skills Development Centre
- Partner of University of Malaya Centre for Continuing Education (UMCCED)

AREAS OF EXPERTISE

Sales Leadership Excellence	Personal Excellence & The Success Principles
Channel Sales Management	Training & HR Development
Retail Sales Management	Facilitation Skills
Motivating Yourself & Others	Organizational Development
High Impact Presentation Skills	Customer Service and Relationship Management

Influencing Skills	Effective Communication skills
Negotiation Skills	Academia-Industry Collaboration
Supervisory Skills	Emotional Intelligence

BIOGRAPHY

K. Ravinther is the Principal Consultant at ASK EDUCATION & TRAINING SDN BHD and Senior Consultant at ITD World, a Global Leadership Development Expert. He holds a Bachelor of Economics (honours) degree, Master of Management (distinctions) degree and International Masters of Small-medium Enterprise (distinctions) from the top university in Malaysia (University of Malaya). He gained wide exposure at the University of Melbourne and gained valuable practical management experience at Kraft Australia. He has vast cross-cultural experience across more than 33 countries in the world.

He has over 29 years of corporate experience, a major part being in Channel Sales Management. He started his career in Human Resources in Public Bank Group and later developed his sales skills in Panasonic Malaysia, managing a sales team covering Pan-Malaysia. Later, he moved into a new business venture and began working as a training consultant in area of Sales Training and Customer Relations consultation.

His practical experiences are in the area of sales strategy implementation and human resources development. Having mastered Matsushita Management philosophy and business principles from various on the job training, functional responsibilities and Overseas Training combined with his direct experience leading and managing sales team and dealers' network, he is an excellent trainer on Konosuke Matsushita philosophy of business and result orientated team work.

He is passionate about an academia-industry relationship. Since 2009, he has helped organizations to form successful collaboration between industry and academia world. This collaboration is to share responsibility with academic world in the development of the workforce skill, attributes and competences that industry regularly seek in graduates and involves universities and corporate companies. He is a specialist in forming sales academies, which caters for soft skills development, orientation, career counselling, career guidance, seasonal working, internship, work shadowing and work placement.

He regularly conducts personal success workshops and seminars on leadership, team building, professional selling skills, channel sales management, motivation, presentation skills and customer service. Specifically, he has conducted customized training for Panasonic Malaysia, Celcom Axiata Berhad, Maxis Communication, Zuellig Pharma, DiGi Communication, Pelangi Publication, Allianz Life Insurance, Air Asia Academy, ASTRO, HLG Capital, Motorola, SC Johnson, Fonterra, Dutch lady, American Express, Swisslog, UniAsia General Insurance, Intel, TM Point, Inno Biologics Sdn Bhd, Tamico Bell Holdings, Delta Business Solutions, Maybank, Malaysian Government Agencies (Education Ministry, Housing Ministry and Local Government), AES (Vietnam), Connell Brothers (Vietnam), Intel (Vietnam), Nestle (Vietnam) and many more.

In the course of his work, he also mentors and coaches' individuals to reflect on their business and life, validate and define their objectives through to realization. He specialises in the area of retail and wholesale, telecommunication, pharmaceutical and publications. Since

2004, he has groomed individuals in the area of planning, budgeting, sales administration, department administration, strategy implementation, business development, sales campaigns, public relations, presentation skills, industry-academia collaboration and human resources development.

Ravinther has a commitment to touch, enrich, and transform the work culture and perspectives of leaders in organizations as he firmly believes that these individuals need to take control of their lives and work to be truly happy and productive.