

DYNAMICS OF MANAGING CONFLICT™

Introduction

Wherever two or more people, groups, tribes or even countries have to co-exist, there is potential for conflict. It is rare that a married couple, boss and subordinate or a work team will not experience conflict at some time or other. Thus conflict can be at the interpersonal, organizational or societal levels. It can merely be caused by perception differences or clashes over ideologies and values or rivalry over scarce resources – such as oil fields between Iraq and Kuwait.

As stated by Harvard Professors Ware and Barnes *“Interpersonal conflict can be both a constructive and a destructive force within an organization. More importantly, managers must recognize that such a conflict is inevitable in any human organization. A manager’s first choice is whether to ignore or avoid such realities, or whether to find ways of managing the complexities of the conflict. The first alternative is quite often easier in the short run but more costly over the long run. At the same time, the management of conflict requires some understanding of its outcomes, its destructive behavior and reciprocity patterns, the perceptions and feelings that drive the behaviour and the underlying and background conditions that help to perpetuate the conflict”*.

This program aims to help people achieve an understanding and competence in managing conflict.

Learning Objectives

By the end of this program, participants will:

- Understand how personality, gender and culture influence one’s preferred thinking, emotional and learning styles.
- Recognize a range of different thinking styles and types related to this program.
- Understand how personality ‘clashes’ can produce conflict
- Understand the nature and causes of conflict especially in the context of Asian culture
- Differentiate between the ‘Resolution’ or ‘Management’ of conflict
- Know the positive and negative consequences of conflict
- Learn ways of resolving, managing and avoiding conflict which are culturally and personally appropriate.
- Develop a personal development action plan to strengthen their abilities in conflict management.

Workshop Contents

- Influence of Personality, Gender and Culture on Thinking and Learning
- What is Conflict?
- Personality Differences In Conflict
- Summary of Asian Values in Human Conflict
- Cultural Orientations to Managing Conflict
- Conflict Can Be Positive or Negative
- Sources of Fear Regarding Conflict
- Situations Generating Conflict
- Typical Causes of Disagreement/Conflict
- Other Sources of Conflict
- Ways To Reduce Internal Conflict
- Ways To Resolve Conflict At Work
- Personal Development Action Plan (PDAP)

Workshop Methodology

A key and unique feature of this workshop is that all participants will complete a personality traits survey form, resulting in a detailed personality profile. This will enable participant’s to discover their own preferred cognitive and emotional styles, which in turn can strongly influence the dynamics of thinking and learning relating to this workshop

Workshop design incorporates a variety of methods to both stimulate active learning and appeal to the mix of participants preferred learning styles. Building on participant personality profiles, a number of interactive exercises, games and group discussion help them to understand the different thinking skills needed. Where appropriate, selected multimedia, video or power point visuals augment a comprehensive manual of notes. The workbooks are professionally laid out, appealing to the learner and capturing key learning points and post workshop actions

Workshop Duration

This can be designed as a 1, 2 or more intensive 3 day workshop, subject to client’s needs.

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