

**NAME** : **Managing Conflict**

**PURPOSE** : To define different types of Conflicts and how can they be managed to yield beneficial results to the organization instead of causing problems. Also to investigate types and outcomes of personal conflicts and typical styles of managing these conflicts.

**CONTENT** : In this seminar the attendees will be introduced to different types of personal and organizational (group) conflicts. Different types of conflicts requires different managerial approaches to yield expected results. As part of this seminar different ways of dealing with conflicts will be discussed with real-life examples and cases. Each participant will have an opportunity to analyse his/her own "Conflict Management Style" and learn how to adjust his/her style to the requirements of different managerial situations.

#### **DETAILS OF THE SUBJECT:**

- Definition & Possible Benefits of Conflicts
  - Conflict and Performance
- Sources of Conflict
  - Distribution of Limited Organizational Resources
  - Clash of Goals (Individual, Group or Departmental level)
  - Other organizational Problems
  - Communication Problems
  - Individual Differences
- Types of Personal Conflicts
  - Conflict within an Individual
    - Examples & Role Plays
  - Conflict Between Individuals
    - Examples & Role Plays
- Managing Personal Conflicts
  - Management Styles
  - What is your STYLE?
  - Turning Styles into Strategies
    - Management Games (Role Plays)
- Role of Negotiation in Managing Personal Conflicts
  - Being the referee between two co-workers
  - Giving And Accepting Criticism To/From Superiors