



# HM050: Managing Conflicts & Difficult Situations

## Training Description:

The management of conflicts and difficulties is one of the most misunderstood, time-consuming and poorly handled of leadership responsibilities. Most leaders, managers and supervisors regard 'conflict' as something negative. However, if it is used and managed well and occurs in high-trust cultures, conflict can be a powerful source of sustainable competitive advantage. This training course, as a result, has been specifically designed to help leaders and managers to control and reduce negative conflict, build high-trust organizational cultures and deal proactively with difficult situations using highly effective techniques.

The Managing Conflicts & Difficult Situations training course incorporates the latest research from the Harvard Negotiation Project, Emotional Intelligence (EI), personality research and cutting-edge communication and influencing techniques. To date these specific skills and the training approach described has been used in more than 300 of the Fortune 500 companies.

### This Managing Conflicts & Difficult Situations training course will highlight:

- Your natural personality preferences for thinking, feeling, speaking and behaving that may trigger conflict – or help to manage it
- The default conflict-management strategies you use – both helpful and unhelpful
- The nature, types and causes of conflict and difficulty – inter-personal and strategic
- Highly effective strategic and verbal techniques to address conflict and difficulties at both the individual and organizational level
- How to structure your meetings, presentations and communications to reduce negative conflict and encourage healthy debate

## Training Objectives:

### By the end of the training, participants will be able to:

- ✓ Understand the root causes of conflict in the workplace
- ✓ Determine people's preferred conflict styles
- ✓ Adopt the most effective skills and techniques to swiftly address the issues
- ✓ Feel confident, competent and in command when handling difficult situations
- ✓ Hold those 'crucial conversations' with others regarding their contribution, behaviour or attitude
- ✓ Identify the common types and sources of conflict in your workplace
- ✓ Appreciate your own and other's personality profiles and preferred conflict approaches
- ✓ Understand the predictable emotional triggers and responses to conflict
- ✓ Differentiate between assertive, passive and aggressive behaviours
- ✓ Deal with difficult people and situations

## Training Designed for:

This course is designed for Leaders, Managers and Team Leaders/Supervisors who need to take charge of – and resolve – conflicts or difficult situations that could have a negative impact on performance, effectiveness and relationships. The Managing Conflicts & Difficult Situations training course would also benefit Junior/Middle Managers new to their role, or with experience but little previous training.

## Training Requirement:

“Hand’s on practical sessions, equipment and software will be applied during the course if required and as per the client’s request.”

Contents can be adapted to your specific wishes. It is therefore possible to focus on specific modules of the training course as per client’s learning needs and objectives. Further, it should be forwarded to us a month prior to the course dates.

## Training Program:

### FIVE DAYS:

- ❖ Introduction
- ❖ Understanding the Nature and Impact of Conflict and Difficulties
  - Appreciating why conflict and difficulties need to be addressed proactively
  - Defining the terms of reference: conflict, difficulties, competing, accommodating, etc.
  - Understanding how your personality can contribute to both creating and resolving conflicts
  - Recognising your default conflict-management strategies using the Thomas-Kilmann Conflict Mode Instrument
  - Considering the nature, types and causes of conflict
  - Identifying the common manifestations and sources of conflict in the workplace
  - Using your power to positively impact others
  - Ensuring that your words trigger action not reaction, and inspire rather than derail
- ❖ Dealing with Conflicts, Difficult Situations and People
  - Considering the nature, types and causes of difficulties, e.g. emotions, relationships, behaviours, situations, performance issues, etc.
  - Dealing with difficulties and issues within your organisation
  - Dealing with difficulties and issues that involve your external stakeholders
  - Anticipating the main kinds of difficult conversation you need to have and understanding the three sub-conversations that each consists of
  - Structuring these ‘crucial conversations’ to produce optimal results
  - Ensuring that you’re answering the right question in the right way
  - Influencing with integrity by living your values
  - Recognising that ‘1 in 20 employee’ – the Organizational Sociopath – and how to handle them
- ❖ Building High-trust Cultures
  - Acknowledging the public’s judgement of ‘toxic’ organizational cultures
  - Understanding the key elements of your organisation’s culture
  - Comparing the characteristics of high-trust versus low-trust cultures
  - Identifying where and how cultures contribute to – and maintain – conflicts and difficulties
  - Introducing and embedding the key elements of high-trust cultures into your organisation
  - Using the power of strategic planning to establish and maintain appropriate values, operating standards and leadership behaviours

- Using Transformational Leadership to create positive conflict that stimulates and challenges current thinking and performance
- Attracting and retaining outstanding talent by making your organization a highly desirable and exciting place to work

❖ **Course Conclusion**

❖ **POST-ASSESSMENT and EVALUATION**

### Training Methodology:

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

- 30% Lectures, Concepts, Role Play
- 70% Workshops & Work Presentations, Techniques, Based on Case Studies & Practical Exercises, Gamification, Software & General Discussions
- Pre and Post Test

### Training Certificate(s):

CMCT Internationally recognized certificate(s) will be issued to each participant who completed the course.

### Training Fees:

**TBA as per the course location** - This rate includes participant's manual, hand-outs, buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Note: The 5% VAT (Value Added Tax), will be effective starting 01st of January 2018 as per the new regulation from the UAE Government. The VAT applies for all quotation both for local and abroad.

### Training Timings:

**Daily Timings:**

|               |                               |
|---------------|-------------------------------|
| 07:45 - 08:00 | Morning Coffee / Tea          |
| 08:00 - 10:00 | First Session                 |
| 10:00 - 10:20 | Recess (Coffee/Tea/Snacks)    |
| 10:20 - 12:20 | Second Session                |
| 12:20 - 13:00 | Recess (Prayer Break & Lunch) |
| 13:00 - 14:00 | Last Session                  |

**For training registrations or in-house enquiries, please contact:**

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