

How conflict occurs



- Poor communication
- Seeking power
- Dissatisfaction with management style
- Weak leadership
- Lack of openness
- Change in leadership

SS099: Teamwork & Conflict Management

Training Description:

"A team is a small number of people with complementary skills who are committed to a common purpose, performance goals, and approach for which they are mutually accountable."

(Katzenbach and Smith, 1993)

Effective organizational or team performance is based on a clear understanding of the shared goals, strategies, and work plans, along with the individual roles and responsibilities of team members. Equally important are interpersonal qualities of trust, communication, and mutual accountability. Working in tandem, these two perspectives determine a team's ability to achieve and sustain high performance, making teambuilding a necessary companion to the operational and programmatic efforts of organizational capacity strengthening. Like it or not, teams are here to stay because effective teams usually produce first-rate results. High-performing teams exhibit accountability, purpose, cohesiveness, and collaboration.

Interpersonal issues and conflicts within a team can derail the best laid plans. In this training course you will learn how to resolve the most problematic situations using a variety of approaches and proven techniques. How do you turn a dysfunctional group into a productive team? Can you make a good team better? Find out the answers to both questions during a full schedule of active team-building training. You will also identify your preferred conflict resolution style and learn how to adapt it to tackle the situation you face. You will also learn about influencing skills and the bases of power, how to apply them and when. In this training course you will be equipped with the ability to diffuse conflicts and use them as a platform for positive change.

Training Objectives:

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

- ✓ Describe the team-building process (Forming, Storming, Norming, Performing)
- ✓ Explain the four basic behavioural styles and how to manage each
- ✓ Demonstrate effective listening skills
- ✓ Rephrase blunt wording for better communication
- ✓ Identify team strengths and opportunities for improvement
- ✓ Define and understand the different sources of conflict
- ✓ Identify personal conflict resolution styles
- ✓ Apply influencing skills and explore relationships with others
- ✓ Manage conflict in teams and engage in effective team problem solving
- ✓ Use the different bases of power and change them according to the situation
- ✓ Practice different strategies of winning the hearts and minds of people

Training Designed for:

This course is intended for Senior management, Supervisors, Section Leaders, Team Leaders, Business professionals who want to expand their conflict resolution skills, understand their own emotions and behaviours and find productive ways to manage conflict with influence, even when authority is lacking.

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:

- ❖ What is a team
- ❖ Joining Forces: What Makes a Team
 - This training begins with a general discussion about teams: what makes a group of people a team or how to develop teams, stages of team formation, what great teams look like, how great teams act, problems teams often encounter, and dysfunctional behaviour that can sabotage a team. After that exercise, we will explore several models that address the team-building process and review the academic research around basic group dynamics.
- ❖ The Communication Jungle: Understanding Different Communication Styles
 - The next segment of the program focuses on people styles and understanding the team's preferences. Using an *HSE business case*, The Communication Jungle, participants identify their behavioural styles and those of their teammates in order to adjust for better communication during *tough times*.
- ❖ Listening Skills: Focusing for Better Teamwork
 - This course component introduces listening skills and their importance in team communication. Working through an activity that demands strong listening skills, the group will identify different kinds of listening, roadblocks to listening, actions that can make listening easier to do.
- ❖ Better Questions, Better Answers: Skills for Eliciting Communication
 - Many people can have an entire conversation without asking a single question. Unfortunately, they often miss the point, miss facts, or miss an opportunity to communicate that they really understand someone else. This segment focuses on how to ask open-ended and closed questions and when to use each for better team communication.
- ❖ Lost in the Desert: Team-Building Survival Skills
 - Both fun and insightful, the program's final lesson includes a **simulation game** in which a team is stranded in the desert with limited water and other supplies. Together, they must determine what items to select while waiting to be rescued. During this activity, participants focus on **negotiation and listening skills, encouraging collaboration, managing reaction and teambuilding process**. Furthermore, they discover that group consensus can lead to a better conclusion than choices made by individuals.
- ❖ Definitions of conflict
 - Nature and scope of conflict management
 - Misconceptions about conflict / Factors effecting conflict
 - Causes of conflict in workplace
 - Sources of conflict / types of conflict
 - Positive and negative factors of conflict
 - Common ways of dealing with conflicts within a group
 - When conflict comes between you and your desired results

❖ **Influencing others in a problem-solving context**

- The use of emotional intelligence in conflict management
- Working effectively with team members
- Managing emotions, information and problems
- Tips for effective day to day conflict management
- Resolving conflict before it gets out of hand
- Managing conflict with superiors and subordinates
- Conflict-management styles
- Getting better results through negotiation
- Establishing or regaining credibility so you can begin to influence people
- Achieving trust down and across the organization

❖ **Importance of teamwork**

- Managing conflict in teams
- Dealing with dysfunctional team roles
- Enhancing communication in a team
- Effective team problem solving
- Making decisions effectively
- Approaches to conflict and pattern of escalation

❖ **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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