

EFFECTIVE STRATEGIES TO MANAGE CONFLICTS AND DRIVE COLLABORATION

26-27 MAY 2022

• 9AM-5PM •

LE QUADRI HOTEL

Conflicts are part and parcel of organisational dynamics. While organisational conflicts are to be expected but if they not managed properly, they can quickly escalate into chaos and can plunge a team into being highly dysfunctional. Those involved in these challenging work environments need to be equipped with practical skills to identify sources of conflict, prevent them from escalating and have the courage and wisdom to negotiate for win-win collaborative outcomes in order to ensure that business goals are met.

PROGRAMME OBJECTIVES

In this course, participants learn about a wide range of topics including:

- To discover the root causes and the nature of organisational conflicts and the importance of addressing them effectively.
- To learn different conflict response styles and how to drive collaboration to ensure win-win outcomes.
- To develop effective interpersonal skills to build strong rapport towards conflict resolution.
- To appreciate diversity in people and how to effectively work together to achieve corporate goals.
- To effectively manage emotions to create and sustain a positive environment to resolve conflicts.

TARGET AUDIENCE

Executives, supervisor, and managers who have to deal with conflicts in work environments

To register, please submit the training requisition form (TRF) to chengpw@ucsigroup.com.my or you may contact Natalie at Ext 2421



PROGRAMME OUTLINE

Module 1: Understanding Sources of Conflicts

- Defining organisational conflicts and its consequences
- Understanding the different roles people play in conflict management
- Identifying the nature and root causes of organisational conflicts

Module 2: Dynamics of Dysfunctional Teams

- Learning the role of conflicts in the stages of team development
- Identifying characteristics of high performance teams
- Identifying characteristics of dysfunctional teams

Module 3: Conflict Response Styles

- Understanding and identifying the 5 major conflict response styles
- Learning to balance between meeting personal goals and the goals of others
- Learning to embrace a collaborative style when negotiating for win-win outcomes

Module 4: Building Trust and Rapport

- Learning the correlation between the absence of trust and rising of conflicts
- Embracing a values-driven approach in conflict resolution
- Learning practical skills to build strong rapport in order to improve relationships

Module 5: Working with People with Different Personalities

- Learning and identifying people with different personality tendencies
- Appreciating the benefits of diversity in order to minimise conflicts
- Building skills to influence others without creating ill-feelings

Module 6: Working with Difficult People

- Learning about the different types of difficult people we encounter in the workplace
- Developing the ability to perceive from multiple perspectives when resolving conflicts
- Learning effective human relations principles that will bring about collaboration with difficult people

Module 7: Addressing Conflicts Openly

- Embracing a courageous spirit to address conflicts effectively
- Learning how to effectively bring out conflict into the open
- Learning important people dynamics when addressing conflict environments

Module 8: Managing Emotions in Conflicts

- Learning the stages of emotional conflict responses from the beginning to the end
- Understanding causes and the consequences of wrong emotions
- Learning principles to gain emotional control in order to resolve conflicts objectively

Module 9: The Power of a Positive Perspective

- Developing a proactive instead of a reactive posture in conflict management
- Building a positive mind-set in order to gain a right perspective
- Learning to appreciate the power of “letting-go” and personal choices

A BIT ABOUT ME



ERIC LAU

Eric is a strategic leader with a relentless belief in people. His wide experience in leadership development and strategic brand building in multinational companies has gained him keen insights into the fast-paced demands and changes of organisations today. Eric regularly leads training programmes for Fortune 500 MNCs and Malaysian Government-linked Companies (GLC) like Petronas, Malakoff, ACS, Kimberly Clark, Philips, Sime Darby, Maybank and various industries. He is currently part of the worldwide training faculty of Dale Carnegie Training, one of the world's most renowned and largest training organisations where he regularly conducts training programmes in the areas of leadership, management, communications and human relations.

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