

Conflict Management and Dispute Resolution

All forms of organisation experience conflict and the emergence of disputes. These phenomena are independent of context or era, and appear to be fundamentally human experiences. They do, however, hold a considerable potential to diminish productivity, create loss, damage relationships and undermine cohesion. In certain circumstances, the results can be cataclysmic and permanent. Conflict Management and Dispute Resolution begins by defining the terms 'conflict' and 'dispute', and maps the typical evolution and life-cycle of a conflict. We then move on to consider the idea that conflicts and disputes may be either damaging or beneficial, depending upon how they are managed. We will look at techniques for steering conflicts towards more positive outcomes, and for minimising and containing the damage from negative conflict. Throughout we will meet best practice tools, and develop skills for resolving disputes and managing conflicts, via scenario-based activities.

Upon successful completion of this course, participants will be able to:

- Define the terms 'conflict' and 'dispute';
- Describe the typical lifecycle of a conflict;
- Explain how conflicts may be beneficial;
- Understand the principle of 'localisation' in containing the damage from negative conflicts and disputes;
- Separate personal from issues-based factors in resolving disputes and conflicts; and
- Make a personal development plan to further improve their skills in conflict management and dispute resolution.

The target audience for this course includes two distinct groups. Those who have experience in working through and managing conflicts will find that this course further develops their skills for achieving positive outcomes. Those who currently hold formal responsibilities for conflict management and dispute resolution will be empowered to apply best practice tools and techniques to achieve optimal outcomes.

Course duration: 1 day

(may be scaled up to 2 days, through the inclusion of additional context-specific skills development activities)

