



Your gateway to professional excellence

## CN2 - COLLABORATION FOR BETTER TEAM AND COMPANY PERFORMANCE

### COURSE DETAILS

#### COURSE PRESENTER

Barney Jordaan

#### COURSE DESCRIPTION

This course focuses on the skills that managers, leaders and employees in general need to resolve their differences and promote greater trust and collaboration. While the focus is on the work context, the knowledge gathered and skills learnt are equally applicable to the resolution of differences outside the work environment and can be practised anywhere.

#### ANY PRE-REQUISITES?

None

#### WHO SHOULD ATTEND THE COURSE?

The course is suitable for employees and managers at all levels.

#### LEARNING GAINS (OUTCOMES)

By the end of the course you will:

- Have a better understanding of the so-called 'conflict path'
- Regard conflict in a more positive light so as to manage it better
- Be acquainted with problem-solving principles
- Be able to better manage the three dimensions of conflict (People, Problem and Process)
- Know your own conflict style and how to adapt your style to suit the situation
- Develop greater assertiveness
- Improve the way you deal with very difficult people

#### SKILL LEVEL OF COURSE

Intermediate

### COURSE CONTENT OVERVIEW

<b>Unit 1</b>	Approaches to dealing with differences	<b>Unit 6</b>	The different dimensions of a conflict - the problem
<b>Unit 2</b>	Understanding conflict	<b>Unit 7</b>	What if problem-solving does not work?
<b>Unit 3</b>	Conflict escalation and costs	<b>Unit 8</b>	Identifying your conflict management style
<b>Unit 4</b>	Thinking about conflict in a more enabling way	<b>Unit 9</b>	Dealing with very difficult people
<b>Unit 5</b>	Problem-solving principles		