

# MANAGING CONFLICT

## AND

# HANDLING DIFFICULT PEOPLE

(Maximum 15 participants)



## COURSE OVERVIEW

Each of us has our own unique window on our world, fashioned by our social background and our place in history. We have our own needs, defined by our values and beliefs. When needs are not met, or are denied to us, we are in conflict.

This program offers an understanding of the nature of conflict and structures by examining culture, gender, beliefs and the different abilities, talents and levels of interest with our peer groups.

It also aims to remove the barriers which often accompany conflict, and looks at the conflicting needs of people who are perceived to be difficult and how to change perception with open communication, trust and respect which allows all parties to reach the magic of win-win.

## **COURSE OBJECTIVES**

This new and exciting program is designed to meet two primary objectives. The first is to improve the people skills of the delegate. The second is to serve as a catalyst for bringing people together in conflict situations. By infusing the process of this course with current organisational and people issues, the program will focus and channel the creative energy people to manage conflict carefully.

Upon completion of this program supervisors will be able to:

- *Explore different perspectives for better solutions*
- *Identify the type that will find your behaviour difficult*
- *Determine that conflict is more to do with style than substance*
- *Identify the three basic choices in managing differences*
- *Listen for the clues to agreement*
- *Manage the anger in others*
- *Recognise the patterns of fight, flight or flow*
- *Problem solve for mutual wins*
- *Determine the steps that guarantee you will manage differences without conflict*

## **WHO SHOULD ATTEND**

All people who are looking for a greater understanding of the causes of conflict and have to deal with a wide variety of personality types in their daily work, would benefit greatly from this highly interactive workshop

## **COURSE DURATION**

5 days

## **PROGRAM METHODOLOGY**

This course has been designed into five One-Day modules and during the course participants will be provided with the opportunity to ascertain their own personality style and recognise other types of personality styles. The program will concentrate on building bridges rather than barriers which is more cost effective for an organization. The emphasis will be on developing the skills of participants through practice sessions and case studies plus developing the skills of communication and active listening.

### **DAY ONE    **How to Explain our Differences****

Subjective, partial and distorted views

Hero or Villain?

Opinions are points of view (not right or wrong)

Beware of making assumptions

The four basic personality types

MBTI exercise

Typical sources of tension

Is conflict really constructive?

The three basic choices in managing differences

Win-win and meet both sets of needs



## **DAY FOUR**

### **Develop your Skills and Increase your Choices**

Handling Criticism

Managing Conflict when you are criticised

Sources of conflict

Handling problem people

Positive and negative aspects

Reviewing conflict at work

## **DAY FIVE**

### **Steps to Resolution**

Challenges of change

Exploring change

Relation and Barriers to change

Reaction to change scale

## **FACILITATOR/PRESENTER PROFILE**



**John B. Straker**  
**M.Sc., P.G.C.E., C. Eng., M.C.I.P.D.**  
**(British National)**

John is an U.K. citizen who is a presenter of programs in the Management Sciences as well as a specialist Consultant in Human Resources, delivering training programs and undertaking H.R. projects for major corporations on a range of Organizational and Human Resource issues.

As a Principal Specialist in his field, he has extensive worldwide experience implementing performance solutions, graduate development programs, succession plans, establishing 'greenfield' H.R. functions and creating major management training and development centres of excellence and delivering seminars.

His HR and management development experience spans over 30 years in a global environment, working for a diverse range of multinationals including; Shell, Chevron/Texaco (Kuwait), Caltex (Bahrain), Foster-Wheeler (Yanbu) etc. This selection of companies has given him the opportunity to live and work in a variety of countries such as: Australia, New Zealand, Canada, USA, Europe and the Middle East.

### **Work Experiences in the Middle East and Qatar**

- 2012 Negotiation Skills for QP
- 2012 Leadership for QP
- 2012 Negotiation for QP
- 2012 Management for QP
- 2013 Supervisory Skills QAFCO
- 2013 Leadership for QP
- 2014 Supervisory Skills for QAFCO

His academic posts include lecturing for the University of Wales, NEWI College and the other academic posting was with the King Fahad University of Petroleum and Minerals in Dhahran, Saudi Arabia.

John has held very senior positions in the management and human resource fields, for example; Consultant to the Vice President of Chevron, Group Manager of Human Resource Development for the Savola Company, Jeddah, Learning Program Manager, Foster-Wheeler, Yanbu and Head of Employee Development for Dubai Aluminium.

During his time in Dubai, he created - from a green-field site – the management and graduate development center for the oil, gas and aluminium industries. The Centre was opened by H.R.H. Princess Anne and recognized by the World Bank as one of the most advanced centers for HRD in the Middle East. Later in his career, he established the Management Centre of Excellence for Savola in Jeddah, which became a self-funding institute due to the demand for the first class presentation of its programs.

Presently, he now conducts programs in Qatar, UAE, Bahrain, Oman and Saudi Arabia in a range of management and supervisory programs and human resources plus undertaking H.R. projects to help organizations improve performance at the individual and organizational level. **His interests lie in developing potential in all employees by creating a highly interactive learning environment.**

John, therefore, conducts programs that are action oriented in style, with group and individual participation. His aim is to deliver programs that meet the organizational needs with the goal of achieving business results.