Are you seeking to develop efficient techniques and skills to manage conflict and build consensus?

Do you want to be exposed to alternate solutions and tools to identify the styles of conflict in your organisation?

VMAC’s Conflict Management and Consensus Building For Organisations will provide you with insights of feasible skills and techniques to foresee conflicts and manage them in a professional manner in order to build consensus for benefits of organisation.
INTRODUCTION
Organisational conflicts occur when people within an organisation fail to reach consensus. This happens when people have contradictory views, ideas, values, perspectives and opinions that do not allow people to reach an agreement that benefits the organisation. If conflicts are not handled in a proper manner, things might just turn ugly when the issue escalates. This might also be a disaster if the conflicts occurring cause inappropriate behaviours among employees of an organisation. It is vital for organisations to be able to identify the exact sources of conflict in order to solve conflicts and then reach a consensus out of it.

This is possible with methods such as negotiation, mediation and diplomacy. It will then be necessary to know the precise style to be used to respond to the conflict. It is also important to be clear about which style would best suit the conflict situation in order to solve the conflict entirely in a way that will benefit the organisation.

Conflicts can be very costly for any organisations but in most cases, organisations usually do not highly appraise the time needed to resolve conflicts, as it is indirectly being revealed in the financials. It was found that senior human resource personnel in Fortune 500 companies spend 20% of their time on litigation and 30% of their time resolving workplace conflicts. Another recent study revealed that 42% of managers’ time was used to negotiate agreements in the mission to end a conflict.

The Conflict Management and Consensus Building by VMAC Business Group will provide organisations with feasible skills and techniques to manage conflicts professionally in order to reach consensus among employees. This would include techniques to identify sources of conflicts beforehand, utilisation of successful conflict management tools to identify the styles of conflict and feasible negotiation strategies to resolve conflicts and to build consensus.

DR DENISE MEYERSON
Director,
Management Consultancy International

TRAINERS PROFILE

Denise Meyerson heads up Management Consultancy International where she consults with global brands on people, culture, values and business performance needs. Management Consultancy International is the exclusive licence-holder in Australia and New Zealand of the innovative LEGO® Serious Play™ methodology and Denise works with leading organisations to implement effective strategies and people development solutions. Denise has been involved in the corporate training industry for over 18 years and has served in a range of capacities.

She has been trained in the UK as an internal facilitator for the Investors in People Standard and is registered as an advisor in Australia for the use of this human resource benchmark. Denise also holds a Certificate IV in Training and Assessment (TAA04) as well as Diplomas in Business (Frontline Management), Training and Assessment Systems, journalism and public relations. Denise’s current clients include top Australian and internationally recognised organisations such as Allianz Insurance, SAP, Coca Cola and Australia’s largest logistics company, Toll Holdings as well as a wide spectrum of companies in all areas of the economy.

Denise is invited to speak at over 10 major conferences annually on a variety of topics, including the recent Singapore Human Resource conference where over 150 delegates attended her presentation. She has also authored several articles for HR journals and magazines.

WHAT YOU WILL LEARN

- An in depth understanding of the 5 possible style to respond to conflict
- The precise knowledge of the most commonly used Thomas Killman Conflict Mode Instrument to identify styles of conflict and measure responses toward conflict situations
- Exploration of the positive side of conflicts using the Devil’s Advocate Technique

HOW YOU WILL BENEFIT

- Developing the capability to identify sources or causes of conflict using the Conflict Resolution Processes, Negotiation, Mediation & Diplomacy
- Obtaining the capability to evaluate Conflict Resolution techniques to determine which technique is most appropriate depending on the type of conflict faced
- Acquisition of skills to apply the right negotiation strategies such as Interest Based Bargaining and Positional Bargaining to reach a win-win situation in order to build consensus
- Understanding how the Alternate Dispute Resolution (ADR) could assist consensus building using techniques such as negotiation, arbitration and mediation.

TIMETABLE

<table>
<thead>
<tr>
<th>Time</th>
<th>Activity</th>
</tr>
</thead>
<tbody>
<tr>
<td>8.30 am</td>
<td>Registration</td>
</tr>
<tr>
<td>9.00 am</td>
<td>Training starts</td>
</tr>
<tr>
<td>10.30am to 10.45am</td>
<td>Morning refreshment</td>
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<tr>
<td>12.30pm to 1.30pm</td>
<td>Lunch</td>
</tr>
<tr>
<td>3.00pm to 3.15pm</td>
<td>Afternoon refreshment</td>
</tr>
<tr>
<td>5.00pm</td>
<td>End of day</td>
</tr>
</tbody>
</table>

WHO SHOULD ATTEND

This training course is customised for:
- VP/ Director/ GM/ Head of Departments
- VP/ Director/ GM/ Head of Human Resource
- VP/ Director/ GM/ Head of Training

From these target sectors:
- Automotive
- Electronics
- Airlines/ Aviation
- Conglomerate
- Telecommunications
- Pharmaceutical
- FMCG
- Manufacturing
- Finance
- Energy / Utilities
- Oil and Gas
- Heavy Industries — Cement / Steel
- Construction/ Engineering
- Chemical / Petrochemical
- Banking & Finance
Conflict Management and Consensus Building For Organisations

**CONTENTS**

**Session 1 - Understanding Conflict and Conflict Management**
- Clearly understand what constitutes workplace conflict
- Understand the negative impact that conflict can have on an organisation and on teams
- Understand the importance for managers and leaders to handle conflict situations appropriately
- Discuss the implications of conflict on organisational culture and team morale

**Session 2 - The Five Styles of Responding to Conflict**
- Understand each style of responding to conflict: Competing, Avoiding, Accommodating, Collaborating and Comprimising
- Determine which style is best to be utilised in different conflict situations
- Practice using these styles to resolve conflict situations

**Session 3 - The Positive Side of Conflict Situations**
- Applying the “devil’s advocate” technique to address the positive side of conflict
- Be aware of how conflict situations can be useful in preventing “groupthink”
- Learn how to recognise and monitor conflict situations whilst they are in their infancy

**Session 4 - Conflict Management Tools**
- Learn the C.A.S.E. Framework for Conflict Resolution and practice using this to handle conflict situations
- Application Conflict Management tools such as the Thomas Kraybill Conflict Mode Instrument and the Kraybill Conflict Style Inventory
- Understand how Conflict Management tools aid in identifying the style of conflict and to measure responses toward conflict situations

**Session 1 - Transactional Analysis as a model for understanding interactions**
- Recognise your communication style during heated situations and how this influences the other party
- Practice using transactional analysis in order to understand workplace interactions
- Recognise the importance of allowing individuals to retain their sense of “agency” or pride

**Session 2 - Developing Assertiveness & Build Trust during Conflict Situations**
- Become self-aware of your own personal level or assertiveness
- Discuss methods which can be used to reassure and develop trust when a dispute has arisen

**Session 3 - Handling Passive Aggression**
- Learn to recognise and deal with passive-aggressive behaviour as soon as it occurs
- Understand why many individuals use passive aggression in an organisational context
- Develop techniques to point out passive aggression in a non-threatening or vindictive manner

**Session 4 - The Importance of Consensus Building and the Stages of Consensus Building**
- Learn how to facilitate meetings which aim to develop consensus
- Explore examples of leaders who manage using consensus decision making techniques
- Resolve conflict situations using beneficial ways that are acceptable for all
- Understand the strengths and limits of consensus decision making techniques

VMAC Business Group’s Conflict Management and Consensus Building For Organisations brings you revolutionary insights of:
- Utilisation of the Conflict Resolution Processes to enable the identification of the sources of conflicts
- The exposure of successful conflict management tools to identify styles of conflict
- Feasible negotiation strategies in order to reach consensus among employees
Delegates Details

*Please print clearly or attach business card

Name (Mr/Mrs/Ms): __________________________
Position: ________________________________
E-mail: _________________________________
Name (Mr/Mrs/Ms): __________________________
Position: ________________________________
E-mail: _________________________________
Name (Mr/Mrs/Ms): __________________________
Position: ________________________________
E-mail: _________________________________
Name (Mr/Mrs/Ms): __________________________
Position: ________________________________
E-mail: _________________________________

Company: ________________________________
Address: ________________________________
Postcode: ________________  Country: _________________________
E-mail: ____________________________________________________

*Please print clearly or attach business card

Payment Method

☐ Please Invoice me/my organization.

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Account Name: VMAC Business Group (M) Sdn Bhd
Bank: HSBC Bank, Damansara Utama Branch, Selangor, Malaysia
Account No: 316 - 043900 - 101  Swift Code: HBMBMYKL

Please Debit My Credit Card

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Card number: _____________________________
Card expiry date: __/____/____
Security code (3 digit behind card): ______
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Contact: Marketing at Tel: +603 26159499
Email: marketing@vmacgroup.com
To register, please fax to: +603 22841912

Registration fee
USD$ 1295.00

Date: 8th & 9th October 2009
Venue: Bangkok, Thailand

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- Get a 30% Discount on your 3rd delegate registration

☐ Would you like to conduct this training in-house?

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Venue: Bangkok, Thailand
Date: 8th & 9th October 2009
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Prepared by: VMAC Business Group
Website: www.vmacgroup.com

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