

CONFLICT RESOLUTION AND GRIEVANCE HANDLING

- Public Courses
- In House Courses
- Customised Training
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Conflict can destroy a team which hasn't spent time learning to deal with it.
- Thomas Isgar.

OVERVIEW

Conflict is unavoidable, but how you manage conflict, will determine if its outcomes are positive or negative. With effective grievance procedures and conflict resolution mechanisms in place, managers and employees can take an active role in identifying, communicating, analyzing and solving problems—which will contribute to improving productivity, morale, service delivery and labour-management relations.

This course is highly interactive. The facilitators have experience in conflict resolution strategies that will assist organisations to implement procedures to manage not only isolated disputes, but also any conflict that arises within the organization. Employees will learn how to effectively use internal mechanisms to channel their concerns and management will be equipped with the skills to facilitate resolution of these concerns.

OUTCOMES

- Understanding Conflict in South African Workplaces
- The path of conflict
- Manifest and Latent Conflict
- Underlying causes of Conflict
- Dispute Resolution Mechanisms
- Bargaining Role-Plays
- Emotional Intelligence
- Mastering Trigger Points
- Creativity and Political Style
- Conflict Resolution Strategies
- The Role of Mediation
- What is a Cognizable grievance?
- Grievances and Unfair Labour Practices



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INVESTIGATIONS