

Global FM School for Facilities Management

Course Outline Guide 2024

Short Course Program: Conflict Management for FM Managers and General Managers



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School for Facilities Management

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Short Course Program: Interpret and manage conflicts within the workplace for FM Managers and General Managers

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1. What is the Conflict Management Course?

The person completing this course will be able to identify and manage the resolution of personal / workplace related conflict between persons or parties.

The main focus will be on the workplace although the same principles can be used elsewhere



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2. General Information

2.1 Entrance requirement for this course

Open - No pre-requisites required

2.2 Duration of the course

This course has been designed to be presented over 2 days.

2.3 Course dates

27 - 28 May 2024

2.4 Methodology on Class Attendance

The Course will be presented via Webinar.

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2.5 Tuition Fees

R 4 000.00 (Excluding Vat) per learner

2.6 What are the payment terms and conditions?

Pre-payment is essential for all courses.

Certificates will only be issued to learners that have complied with all the requirements for a particular course. No certificates will be issued to any learner that is not fully paid-up.

Global-FM retains the right to amend course dates/ module dates. Should this occur, Global-FM will offer alternative dates in co-operation with the learners.

Should you be forced to pull out of a course prior to the commencement of the course, before attending the classes, you may be substituted by another without extra cost.

A registration fee of R 200.00 excluding VAT is payable on your registration.

In the event of cancellation made at least 30 days prior to the commencement date, a full refund of the course fee will be made. For a cancellation, made between 14 - 30 days prior to the commencement date, a 50% refund of the course fee will be made. If a cancellation is made less than 14 days prior to the commencement date, no refund of the course fee will be made.

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2.7 What are the registration fees?

R 200.00 excluding VAT

3. How to register

Please visit our website:

www.global-fmschool.com, and click on the "contact button" to submit your application to register.

Alternatively, send an email to admin@global-fmschool.com and a electronic registration form will be emailed to you, to complete.

Thereafter, the logistics for the enrollment procedures will be communicated to you via email.

4. Who endorses the Course?

Global-FM School for Facilities Management.

This is a Non-Credit Bearing Course

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5. Course Topics

The topics for this course includes the following:

1. Sources of conflict, focusing on Conflict, Nature of conflict, causes of conflict, when is conflict constructive and when is conflict destructive. Sources of conflict, Interpersonal conflict, Perception, How we perceive, Factors that influence interpretation / perceptual filters, Your attitude, Your perceptions and understanding others, Determining who is the centre of your universe, Self awareness, Communication Styles: Forcefulness and Emotional Control, Dominant Behaviours and Attitudes of the Personality Styles, Guidelines for Communication. Organisational Conflict and the sources of Organisational Conflict, and Functional and Dysfunctional outcomes of conflict.
2. Explaining appropriate techniques in Conflict Management, focusing on Conflict Management Styles, Which style is appropriate for a specific situation, Competing, Compromising, Avoiding, and Accommodating. Outcomes of Conflict focusing on the first situation is termed "lose-lose", the second outcome is "lose-win", the third outcome is "win-win", the common consequences of unresolved conflicts, Active listening, What to do when you are the Communicator, Communicating in a Team Context, Group Leadership, and Process and Information Activities.

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3. Describe the appropriate action plan and strategies to manage conflict, focusing on Managing disagreements, Managing Conflict Assertively, Behaviours, Assertiveness, Specific areas where assertiveness will help, why encourage assertiveness, Characteristics of a assertive person, what assertion is NOT, Know what you want, How to set priorities, Applying physical assertiveness techniques, what to do when someone offends you, Dealing with criticism assertively, Giving criticism assertively, Receiving praise assertively, Making and refusing requests assertively. Giving Feedback assertively, receiving feedback assertively, What is involved when it comes to accepting valid feedback assertively, What Empathy is and How to control emotions. General guidelines for dealing with personal conflict following The Six - Step Model (The Seven C's of Conflict Management), The Labour Relations Act, 66, of 1995 focusing on the Purpose of this Act, Policies to Resolve Disputes or Grievances, Handling Conflict to Prevent Unfair Labour Practice, The Workplace Forum, Joint Decision-Making, The Function of the CCMA, Code of Good Practice: Dismissal, Evidence in support of a Dismissal, and Fair Procedures of a Disciplinary Hearing
4. Explain the attributes of an effective Conflict Manager, focusing on Key areas of Leadership, Achieving the task, Developing Individuals, Building the team, Attributes of a good Conflict Manager, What a good Conflict Manager should be able to do, How to become a Leader, Achieving and Developing Individual task checklist, Building the team checklist, and Conflict Management Plan.

Method of evaluation:

This is an attendance course, thus no evaluation will be required

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