



# Conflict Management

## In Brief

Conflict management remains a useful tool for resolving struggle or contest between people with opposing needs, ideas, beliefs, values, or goals.

Conflict might escalate and lead to non-productive results. Business cannot thrive in the face of conflicts, divergent needs, ideas, beliefs, goals, or values.

## Deliverables:

Training schedule for 20-25 participants

### Conflict Management (Day 1)

- The Meaning of Management
- Groupings of Management activities:
- Planning, Organization, Motivation, Control
- Decision Making In Organization
- Decision Making Process and types Of Decision
- Leadership & Communication
- Problems leaders face/ Meet/Leadership Styles

### Conflicts and Its Management (Day 2)

- Definition, causes & effects of communal conflicts, minimizing conflicts / How to handle conflicts and advantages / dis-advantages of Conflicts
- Team work

### Handling Group Dynamics (Day 3)

- Dealing with interruptions, distractions all disturbances, deviations and never ending discussions
- Handling different individuals quiet, talkative, dominant, aggressive, negative, Clown & Positive Persons
- Conflict Resolution

At the end of the training, the participants have knowledge and skills in dealing and resolving conflicts, which promotes the business environment.

## Instruments

Situation analysis and participants centred learning

Training is done in max. 3 days, and depends on the necessity of the target group.

## In Practice

Conflict Management has been implemented in Nigeria under the sponsorship of the Niger Delta Region in partnership with the Shell Petroleum Company in Nigeria. It was used as a mediation tool to bring together all aggrieved youths including community members to achieve everlasting peace within the Region.

If you are interested, please contact:  
Marlinde Elisabeth Baerenz  
coordination@cefe.net