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بروجاكس للتدريب والتطوير  
Projacs Training and Development

# Leadership Strategy and Managing Conflict

القيادة والإدارة الاستراتيجية وحل وإدارة الخلافات

04 – 08 November 2019

Geneva / Switzerland

A Member of:



PROJACS ACADEMY



ProjacsAcademy.com



## Introduction

This course starts with teams, studying their dynamics, their pervasiveness, and the synergies they bring to the working environment. Human interaction in teams, as an example, is a typical source of conflict. The course then progresses into understanding conflict, its sources, and the cost involved.

It introduces practical exercises where the participants will be trained on generic conflict resolutions strategies and tactics on two dimensions – individual and group. It then moves from the reactive mode to a proactive mode by studying and practicing strategies for conflict prevention. This is used as a basis to create an environment of healthy conflict among individuals, in team, and cascading up to the whole organization. Building a positive and thriving Organizational Culture is the ultimate goal of this course.

## Objectives

The objectives of this course are:

- Complete a comprehensive program of 2 weeks duration on Teams and conflict resolution
- Develop an understanding of the dynamics and workings of teams
- Develop an awareness of conflicts
- Learn strategies for conflict resolution, and conflict avoidance
- Achieve demonstrable progress in their competence

## Who Should Attend?

- Senior Project Managers
- Senior Operations Managers
- Strategic Planning Officers
- Senior Trainers

## Course Outline

### Day One

#### **Introductions**

#### **Outline plan for the Course duration**

#### **Teams**

- Forms
- Objectives
- Styles
- Effectiveness and Synergy

#### **Group Dynamics**

- Understanding the Stages of Team Formation
- Accelerating Group Formation

#### **Team Building Strategies**

- Team Charters
- Team Roles and Organizational Hierarchy
- Building and Sustaining Trust among Team Members

#### **Team Decision-making Styles**

#### **Self-perceived Leader Behaviour**

### Day Two

#### **Leadership and Management Definitions**

#### **Management and Leadership Styles**

#### **Leadership Traits**

- Trust
- Assertiveness
- Ambition and Drive to Achieve
- Knowledge
- Air of Authority
- Creativity and problem solving
- Interpersonal skills
- Communication skills
- Influencing and motivating
- Charisma

#### **Are Leaders Born or Made?**

- Are Leaders Born or Made?
- If they are “Made”, what does it take to become a Leader?
- Emotional Intelligence

## Why Leadership Matters?

- The Individual Dimension
- The Group Dimension
- Behavioural Change

## Day Three

### Conflict

- Definitions
- History

### Sources of Conflict

- Resources and Ownership
- Knowledge and Ignorance
- Self-Confidence and Insecurity
- Misinterpreted Communication
- Culture, Ethnic, etc.
- Core Values

### Cost of Conflict

- Direct Cost
- Indirect and Consequential Cost

### Types of Conflict

- Individual vs. Group Conflict
- Personal vs. Professional Conflict

### Practical Exercises

## Day Four

### Personal and individual conflict styles

#### Modes of Behaviour

- Life Styles Inventory™ (LSI)
- Passive, Aggressive, and Constructive Styles
- The Status Quo and the Desired State

#### Influencing Behaviour

- Roles Models
- Leaders and Followers
- Social Norms

#### Emotional Intelligence

#### Practical Exercises

## **Day Five**

### **Generic Strategies for Conflict Resolution**

- Resolving Interpersonal Conflict among Subordinates
- Handling Conflict with Peers
- Mediating Internal Company Conflicts
- Using Listening, Expression and Emotions Skills to Transform Conflict

### **Analyzing more Complex Conflicts in Order to Develop Better Solutions**

- Multi-Dimensional Conflicts

### **Mediation in a Conflict**

- The Nature of the Conflict
- The Role of the Mediator
- Handling Unexpected Situations
- Managing Expectations

### **Negotiation Skills**

- The Lay of the Land
- Initial Positions and Desired Positions
- The Strategy, and Plan
- A Win-Win Outcome
- Sustaining the Outcome

### **Wrap up**

- Best Practices
- What Works and What Doesn't

## Training Method

- Pre-assessment
- Live group instruction
- Use of real-world examples, case studies and exercises
- Interactive participation and discussion
- Power point presentation, LCD and flip chart
- Group activities and tests
- Each participant receives a binder containing a copy of the presentation slides and handouts
- Post-assessment

## Program Support

This program is supported by interactive discussions, role-play, case studies and highlight the techniques available to the participants.

## Schedule

**The course agenda will be as follows:**

- |                     |                  |
|---------------------|------------------|
| • Technical Session | 08.30-10.00 am   |
| • Coffee Break      | 10.00-10.15 am   |
| • Technical Session | 10.15-12.15 noon |
| • Coffee Break      | 12.15-12.45 pm   |
| • Technical Session | 12.45-02.30 pm   |
| • Course Ends       | 02.30 pm         |

## Course Fees\*

- **3,950USD**  
*\*VAT is Excluded If Applicable*

## مقدمة

يبدأ هذا البرنامج مع فرق العمل ، ودراسة ديناميتها ، انتشارها ، و التآزر في بيئة العمل . التفاعل البشري في الفرق ، على سبيل المثال ، هي مصدر نموذجي للصراع هذه الدورة تقدم فهم الصراع ، مصادره، و التكلفة التي ينطوي عليها .

و يقدم البرنامج تمارين عملية حيث سيتم تدريب المشاركين على الاستراتيجيات والتكتيكات على إيجاد قرارات حل الصراع - الفردية والجماعية . بعد ذلك ينتقل من وضع إلى وضع رد الفعل الاستباقي من خلال دراسة وممارسة استراتيجيات لمنع نشوب الصراعات. يتم استخدام هذه كأساس لخلق بيئة صحية للصراع بين الأفراد ، في الفريق، و يصل إلى المنظمة بأكملها . بناء الثقافة التنظيمية الإيجابية و المزدهرة هو الهدف النهائي من هذه الدورة.

## الاهداف

أهداف هذه الدورة هي:

- أكمل برنامج شامل في وحل النزاعات داخل فرق العمل
- تطوير فهم ديناميات و عمل الفرق
- تطوير الوعي بالصراعات
- تعلم استراتيجيات حل النزاع ، وتجنب الصراع
- تحقيق تقدم واضح في الكفاءات

## الحضور

- كبار مدراء المشاريع
- كبار مدراء العمليات
- مدراء التخطيط الاستراتيجي
- كبار المدربين