



CREATIVE WITH CONFLICT

Workshop description

Learn creative conflict management skills

This workshop shows managers and team leaders and individuals how to adopt a creative, experiential and conflict resolution mindset in the workplace to maximise productive working relationships.



Workshop content

Participants take part in individual, pair and group activities to:

- Identify preconceptions about conflict.
- Stimulate creative thinking and problem solving.
- Transform current approaches to conflict.
- Get to grips with conflict in a practical, positive way.

Participants will:

- Discover underlying reasons for conflict.
- Identify early warning signs of conflict.
- Embrace effective conflict resolution.
- Release their fears about dealing with conflict.
- Recognise personal conflict hooks and triggers, and identify how these affect others.
- Scrutinise personal prejudices and stereotypes and their influence on constructive conflict resolution.
- Address conflict in an individualised way, keeping in mind the personalities of those involved.
- Reduce unnecessary conflict in the future.

Business outcomes:

- Acceptance that conflict creates growth and innovation when disagreements are constructive.
- Ability to anticipate conflict and address it positively to grow valued and engaged employees.
- Improved communication, trust and respect.
- Increased productivity with fewer divisive confrontations and less unresolved conflict.

Coaching and customisation

Our offering of unique learning experiences is fully customisable to your specific organisational needs, and can be utilised to address particular business challenges or team goals. It can also be applied to businesses in your supply chain.



Facilitator : Naëtt Atkinson

Naëtt Atkinson has 30 years' experience in education, NGO and corporate sectors. She has held senior management roles affording her cross-functional management and leadership experience, adding invaluable perspective and skill to her conflict resolution abilities. She is an internationally accredited mediator and specialises in mediation, conflict resolution and mentoring in various contexts. She sits on the mediation panels of Conflict Dynamics, ProBono. Org and the ADR Network. Naëtt is also a member of WOLELA (a national network of women lawyers).

The workshop actually exceeded my expectations. I didn't know what to expect but I was surprised by how much I learned; it was very useful to understand conflict hooks and triggers and how to "get off the court". I have decided to peacefully "get off the court" with the regard to a very important area in my life; to completely step away from the situation and the people, and take my time to meditate and decide on which direction to take going forward.

**- Shumi Chimombe,
Communications Professional**

Date: 18 May , 21 August

Time: 9:00 – 16:00 (1 day workshop)

**Venue: CCDI Office, Harrington House,
37 Barrack Street, Cape Town**

Cost: R1750

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