

CBP™ Professional – Business Improvement Series (BIS) Conflict Management

Course Overview

Conflict is difficult to define, because it occurs in many different settings. The essence of conflict seems to be disagreement, contradiction, or incompatibility. Thus, CONFLICT refers to any situation in which there are incompatible Goals, Cognitions, or Emotions within or between individuals or groups that lead to opposition or antagonistic interaction.

The CBP Business Improvement Series-Conflict Management course will increase your knowledge and ability to:

Understand the two basic types of conflict and reasons as they occur, and recognize the four typical approaches to conflict. Implement the basic steps of conflict resolution, practice communication skills to minimize and even prevent conflict. Employ strategies for responding to challenging people such as; dealing with an extremely angry person or someone who will not acknowledge the conflict. Be able to handle specific situations including dealing with your boss, client, or another department.

Course Objectives

- Review the main types of conflicts and their causes
- Explain the four typical methods of conflict resolution
- Perform the basic steps to resolve conflicts
- Apply conflict prevention techniques before it occurs
- To deal with all types of people professionally, such as dealing with an angry or difficult grumbling person

Course Outcomes

At the end of this training program, you will be able to:

- Separate the causes of the conflict
- Explain the types of conflict
- Analyze conflict conditions in order to defuse it
- Act professionally with all styles of clients, colleagues and managers

Who Should Attend?

This course is recommended for human resources personnel, business leaders, senior executives, managers, supervisors, and front-line employees.

Course Duration

The duration of this program is **10 training hours**. The training hours vary according to the schedules of the certified and Authorized CBP- Certified Business Professional centers.

Course Language Delivery

This course is delivered in English Language by certified CBP™ trainers.



Pre-requisites

This course requires that students meet the following prerequisites:

1. The candidate must have a commitment to the pursuit of excellence.
2. The candidate must have completed a high school or secondary school diploma or similar educational standards.
3. The trainer must be a CBP™ at ATP accredited training center or a candidate to be a CBP™

What you will receive

Students will receive an official course manual for post class reference and review.

Certification Preparation

In this course you will be provided with a set of basic information and skills required to conduct effective business practices. The Certified Business Professional (CBP™) certification prepares business professionals by introducing them to the best conflict management methodologies and concepts, developing their business skills and providing them with appropriate tools and skills through diverse written and practical exercises, real-life examples and scenarios.

International Certified Business Professional Exam - Conflict Management

This module prepares candidates to sit for the Certified Business Professional exam - CBP™ B12-201

You need also to complete the following courses to obtain Certified Manager Certification.

- CBP™ Dynamic Decision Making
- CBP™ Motivating Employees
- CBP™ Secrets of Management Success
- CBP™ Leading through Change

Where can I study this program?

Candidates can study the Business Professional Program and obtain a CBP™ Conflict Management Certified Business Professional at any of the accredited centers throughout the MENA region.

For a list of accredited training centers, please visit our website: www.ibta-arabia.com

Course Outlines



Module One: Understanding Conflict

- Objectives
- Introduction
- Reasons for conflict
- Two types of conflict
- Rational versus emotional orientation
- Detached engagement

Module Two: The Basic Steps of Conflict Resolution

- Objectives
- Four typical approaches to conflict
- The ABCD's of conflict resolution
- Getting buy-in
- Consensus
- Do it

Module Three: Listening Skills

- Objectives
- How to listen effectively
- Obstacles to listening
- Asking questions
- Assess your listening skills
- Listening practice

Module Four: Communication Skills That Support Conflict Resolution

- Objectives
- Establish credibility and trust
- Communicating feelings
- Confrontational language
- The escalation process
- Positive language

Module Five: Handling Challenging Personalities

- Objectives
- Conflict denial
- Uncooperative person
- Angry hothead
- Confronting when intimidated
- Dealing with defeat
- Challenging personality practice

Module Six: Handling Specific Situations

- Objectives
- Dealing with your boss or upper management
- Dealing with a co-worker or peer
- Dealing with team conflict
- Dealing with an employee you supervise
- Dealing with a customer or client
- Case studies





LEARNING OUTCOMES ASSESSMENT

<p>Purpose Evaluate and Assess results of Training to identify the level of improvement and enhancement of trainee competencies.</p>	
<p>Scope</p> <ul style="list-style-type: none"> • Measure the validity of the intended skill deliverance • Consistency & reliability of results • Actionable information specific to course learning outcomes 	
<p>Evidence of Learning Outcomes are defined in terms of the:</p> <ul style="list-style-type: none"> • Knowledge • Comprehension • Application • Analysis • Synthesis • Evaluation 	
<p>Knowledge</p>	<ul style="list-style-type: none"> • Describe conflict and its sources and strategies • Recognize conflict versus miscommunication and understand the costs of conflict • Recognize how to communicate in a non-judgmental and neutral way • Describe and understand productive communication techniques
<p>Comprehension</p>	<ul style="list-style-type: none"> • Identify the reasons for conflict by referring to possible sources of conflicts • Describe the importance of managing conflict by giving examples or experiences related to conflict • Identify and explain how to communicate when there are conflicts between others
<p>Application</p>	<ul style="list-style-type: none"> • Apply five modes of handling conflict into new problem context • Interpreting and distinguishing four approaches of handling conflict • Interpret behaviors and reactions within different conflict styles • Apply effective communication techniques when conflicts arise within a team or group • Employ communication strategies to defuse conflict or prevent conflict
<p>Analysis</p>	<ul style="list-style-type: none"> • Analyze cause or factors involved in interpersonal conflict
<p>Synthesis</p>	<ul style="list-style-type: none"> • Recognize and formulate problems that are amenable to energy management solutions • Manage solutions to conflict problems both verbally and in writing • Summarize the causes and effects of handling specific conflict situations
<p>Evaluation</p>	<ul style="list-style-type: none"> • Evaluate the impact of how people interpret situations and communicate during conflict • Assess conflict to determine a resolution
<p>Methods and Criteria to Assess Outcomes</p> <ol style="list-style-type: none"> 1. Online Exams 2. Short questions directed to specific learning objectives 3. A Question should be answered in less than 1.5 minutes 4. The English and Arabic versions of the exams both reflect the same value 	





5. Timely use of the results to make Improvements

Baseline Information

The result statements clearly indicate whether they meet the criteria by passing international tests and scoring 70% as a measure of the minimum skills acquired during training

Who will Interpret Results

The CBP™ International Business Professional certification is conducted by PROMETRIC and through accredited testing centers around the world. The tests measure the level of professionalism and skills and the basic competency level required for CBP™ certification. All certificates are endorsed and issued by International Business Trading Association (IBTA)

Measurement Methodologies:

- Role Plays
- Case Studies
- Scenarios
- Workshops
- Online Practice/Prep Exam
- Online Post/Prometric Exam
- Videos

Communication of Results

An Email with results is sent to trainee once the exam is completed....